



Balanced Flue Gas Stoves

Wychwood



USER, INSTALLATION & SERVICING INSTRUCTIONS

For use in GB & IE (United Kingdom and Ireland)

This appliance has been tested and certified for other counties (see technical data). However to install appliance in other countries, modification of the appliance and its method of installation may be necessary in order to use the appliance safely and correctly. The manual for the local language must be obtained. Contact ACR for further information.

To be retained by the user for future reference.

Contents

Thankyou for purchasing an ACR Gas Stove.

To ensure you gain the most from your purchase, please read through this manual before operating for the first time.

Please keep this manual safe as it will be required to be completed by your Gas Safe engineer after each annual service.

Page 2. General Notes & User Instructions	Page 36. Technical Data
Page 4. Puck Handset User Instructions	Page 37. Dimensions
Page 6. Manual User Instructions	Page 38. Servicing
Page 7. Cleaning & Maintenance	Page 39. Annual Service Records
Page 8. Installation Instructions	Page 41. Warranty
Page 10. Clearance Requirements	Page 42. Warranty Claim Form
Page 11. Flue Configuration	
Page 12. Burner Installation	
Page 13. Flue Connection	
Page 22. Positioning of Logs & Embers	
Page 26. Commissioning the Appliance	
Page 28. Briefing & Handover to the Customer	
Page 29. Gas Checklist, Dealer & Installer Information	
Page 30. Fault Finding Checklist	
Page 34. Spare Parts List.	
Page 35. Technical Information	

General Notes

IMPORTANT

Please read these instructions carefully before installation or use.

This appliance must be installed and serviced by a qualified person in accordance with local and national regulations.

The flue system must be installed and inspected by a qualified person in accordance with local and national regulations.

This product has been tested, and certified also for use on Biopropane Gas. Biopropane Gas can be used as a fuel, with no adjustment necessary if the product is installed as an LPG version.

This Manual covers the following Products:

Wychwood Gas – WYC1GAS

This ACR gas appliance is a high efficiency, Balanced Flue Live Fuel Effect appliance. It provides radiant and convected heat using the latest burner technology. As well as having a variable heat output, these fires also utilise a special control system that allows the appliance to function in thermostatic and timer modes. A Symax device could be used instead of a Puck handset and also a smart phone or tablet in conjunction with My Fire app & My Fire module.

⚠ WARNING

User Instructions

Installation and service must be performed by a qualified installer, service agency, or the gas supplier. Installation shall conform with local codes, or in the absence of local codes, in accordance with the National Fuel Gas Code ANSI Z223.1/NFPA 54 or the IFGC or CSA B149.1. All piping and tubing must comply with local codes and ordinances.

Use only your hand to push in or turn the gas control knobs. Never use tools. If a knob will not push in or turn by hand, do not try to repair it. Call a qualified service technician. Force or attempted repair can result in a fire or explosion.

Do NOT use a product if you suspect it has been subjected to high temperatures, damaged, tampered with, or taken apart. Do NOT use a product if you suspect it has been under water or that liquid has seeped into the product. Any of these incidents can cause leakage or other damage that may affect proper operation and cause potentially dangerous combustion problems.

Do NOT store or use gasoline or other flammable vapours and liquids in the vicinity of this control or other appliances.

WHAT TO DO IF YOU SMELL GAS

- Do NOT operate any appliance.
- Do NOT touch any electrical switches; DO NOT use any phone in the building.
- Immediately evacuate the area and contact the gas supplier. Follow the gas supplier's instructions.
- If you cannot reach the gas supplier, call the fire department.

Read these instructions carefully and completely before installing or operating. Failure to follow them could result in a fire or explosion causing property damage, personal injury, or loss of life. Service and installation must be performed by a trained/experienced service technician.

Before installation, check that the local distribution conditions, nature of the gas and pressure, and adjustment of the appliance are compatible.

This appliance is intended for use on a gas installation with a governed meter.

This gas installation may only be installed by a registered professional competent person (Gas Safe installer in the UK). The installation must adhere to the requirements of the local and national Building Regulations and national standards. The installation manual must also be followed.

Emergency Gas Isolation

In the event of a gas leak or if gas is smelt, the appliance must be isolated. This is done by turning OFF the gas at the isolation tap. This isolation tap is located at the rear of the appliance.

We strongly recommend a carbon monoxide detector conforming to EN50291 is permanently fixed in the same room as the appliance.

▲ WARNING

Do NOT use if leakage is detected. There is a danger of fire or explosion depending on conditions.

Operating the Appliance for the First Time

Before igniting the appliance, ensure that all packaging, safety stickers and any protective wrapping have been removed, and that the glass has been cleaned, including all fingerprints from the glass. If fingerprints are not removed, they will permanently mark the glass.

Ensure that the room is adequately ventilated the first time that the appliance is ignited; we would recommend opening windows if possible. Run the appliance at full setting for a few hours so that the paint gets an opportunity to fully cure. Take care not to touch the paint during this process as this will leave a mark.

During this period, it is possible for some fumes and vapours to be given off. We would recommend keeping children and pets out of the area at this time.

Puck Handset User Instructions

Technical Data

AMBIENT TEMPERATURE RANGE

CE: The Puck: 0 °C to 55 °C

RADIO FREQUENCY

CE: 868.1 MHz for Europe (The Puck, Receiver)

POWER SUPPLY

Handset: 2 x 1.5 V "AAA" (quality alkaline recommended)

NOTICE

To keep the Receiver free from debris, dirt, and humidity, do not remove the Receiver from the plastic bag until all construction is complete.

Wiring of valve and Receiver must be completed before starting ignition. Failure to do so could damage the electronics.

The handsets and Receivers are not interchangeable with previous electronics G6R and B6R-R8(9)U(T).

Radio Frequency Receiver & Handset

A code is selected automatically for all Mertik Maxitrol electronics from among 65,000 codes available. The Receiver must be paired with a handset.

Synchronization Receiver / The Puck Handset

(First time use only)

1. Insert batteries or connect AC mains power. With mains adapter, batteries can be used for backup.
2. Place **ON/OFF** switch to **ON** position.
3. The Receiver has to learn the Puck's code:

Press and hold the Receiver's reset button until you hear two (2) beeps. After the second, longer beep, release the reset button. Within the subsequent 20 seconds press and hold the "-" button on the Puck (approx. 4 seconds) until two (2) short beeps confirm the code is set.

NOTE: This is a one time setting only, and it is not required after changing the batteries in the Puck or Receiver.

The Receiver transmits and receives (bidirectional) signals and the Puck (unidirectional) transmits signals. The Puck sends status information every 4 to 6 min to the Receiver. When the RF Receiver is placed in the appliance, the surrounding metal can reduce reception considerably.

Puck Handset User Instructions

Modes of Operation

⚠ WARNING

When pilot ignition is confirmed, motor turns automatically to maximum flame height.

To avoid damaging the electronics, do NOT use metal tools to remove the batteries from the handset / Receiver.

If the pilot does not stay lit after several tries, turn the main valve knob to **OFF** and follow the instructions "TURN OFF GAS TO APPLIANCE"

Without using a mains adapter, battery replacement is recommended at the beginning of each heating season.

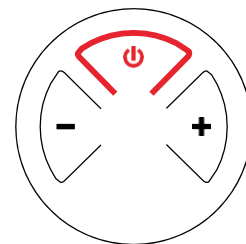
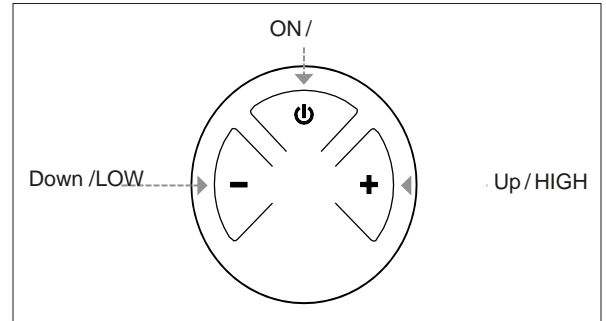
Old or dead batteries should be removed immediately. If left in the unit the batteries can overheat, leak, and/or explode.

Do NOT expose batteries (including during storage) to direct sunlight, excessive heat, fire, moisture, or severe impact. Each of these conditions can cause the batteries to overheat, leak, and/or explode.

Batteries must be kept within their recommended temperature limits (ambient battery temperature range: 32 °F to 131 °F / 0°C to 55°C).

New and old batteries and different brands of batteries should not be used together. Mixing of various batteries can cause the batteries to overheat, leak, and/or explode.

If the appliance will not operate, follow the instructions "TURN OFF GAS TO APPLIANCE."

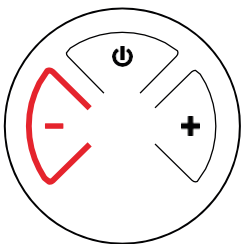


Turn Fire On & Off

Press and hold the power button until 2 short beeps confirms the start sequence has begun; release button.

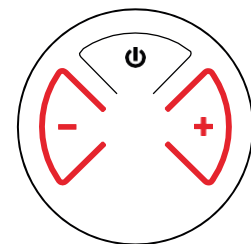
Main gas flows once pilot ignition is confirmed.

Press and hold the start button to turn off.



Standby Mode (Pilot Flame)

Press and hold the - button to set appliance to pilot flame.



Flame Height Adjustment

To increase flame height press and hold +

To decrease flame height or set appliance to pilot flame press -.

Designated Low Flame & High Flame

To go to high flame, double click + button

To go to low flame, double click - button

NOTE: Flame goes to high flame first before going to low flame.

Manual User Instructions

Knob Settings

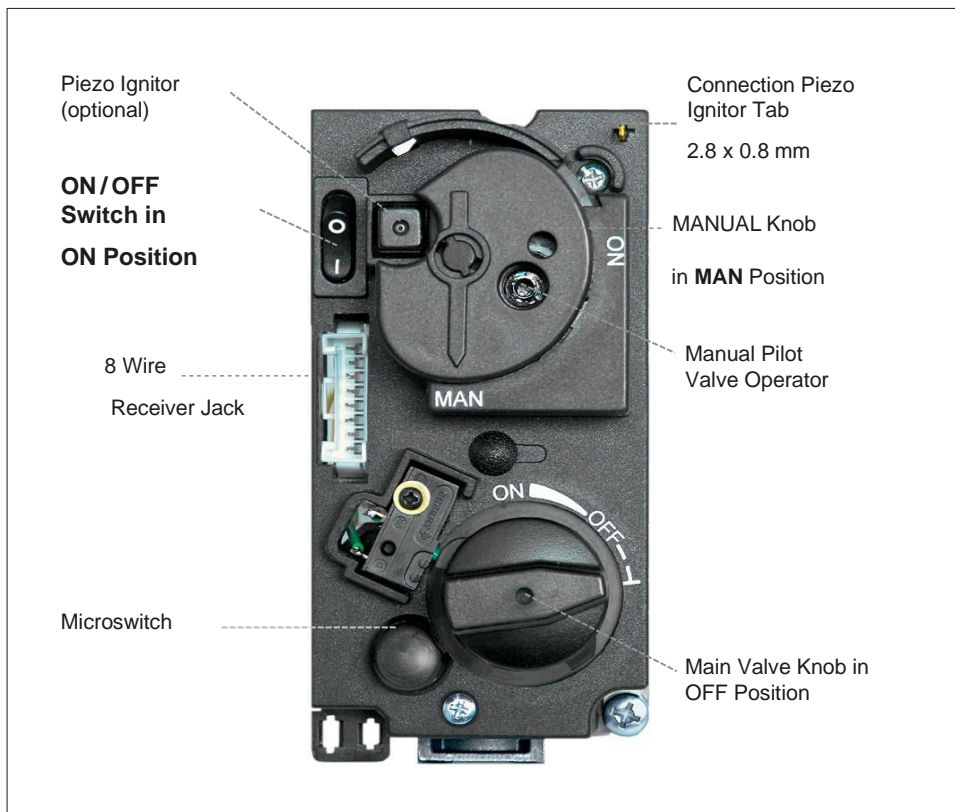
KNOB	POSITION	FUNCTION
Main valve knob	OFF	Permits main gas flow through valve.
Main valve knob	ON	Permits main gas flow through valve if pilot is lit and thermocouple is generating sufficient power.
Manual knob	MAN	Allows pilot to be manually ignited and prevents main gas flow.
Manual knob	ON	Allows automatic ignition.

Manual Turn Off

In the event that the appliance needs to be turned OFF manually, for instance, if the remote control is lost or the batteries become totally flat, the control valve must be accessed and the switch flipped to OFF (marked "0").

The picture below shows the control valve.

The control valve is located behind the control hatch in the Base of the appliance.



Cleaning & Maintenance

Never attempt any cleaning or maintenance of the appliance unless the appliance is cold

This appliance should be inspected and serviced once a year by a qualified, competent and registered person.

The inspection and maintenance must at least ensure that the appliance is working correctly and safely.

It is advisable to clean the exterior of the appliance of any dust and debris regularly during the heating season and especially if the appliance has not been used for some time.

This can be done with a soft brush and a vacuum cleaner or a damp cloth and if required a non-abrasive cleaning agent.

Do not use corrosive or abrasive substances to clean the exterior of the appliance as this may damage the painted finish of the stove.

This appliance uses 4 x AA batteries for the ignition and control of the stove.

To access to these batteries, reach under the appliance and remove the control unit located to the rear right hand side of the appliance, remove the top cover and replace the existing batteries.

Never use a metal tool to remove the batteries as this may damage the control unit.

Once the batteries have been replaced always refit the control box cover.

Installation Instructions

WARNING

Protective clothing should be worn when installing the appliance.

Care should be taken when lifting this appliance due to its weight.

We strongly recommend a carbon monoxide detector (conforming to EN50291) is permanently fixed in the same room as the appliance.

Ensure that the Flue Terminal is not in any way obstructed and is clear of vegetation, i.e. trees, shrubs etc. and that no objects are leant against the terminal or guard.

Always clean the Window Panel before the fire is initially ignited. Any finger prints must be removed, as these will be burnt into the glass and will be un-removable.

Do not operate this appliance if the glass panel has been broken (or cracked), removed or is open.

The appliance is designed to fit numerous installation situations as listed in these installation instructions. However only flue approved by ACR for this appliance may be used. 3 standard kits are available through ACR. Additional parts can be purchased from Poujoulat but must be approved by ACR.

This appliance is a balanced flue product and is room sealed and as such requires no additional ventilation for operation. However an adequate supply of fresh air to maintain temperatures and a comfortable environment is recommended.

This appliance is designed as a heating appliance, and as such will get very hot in operation; all surfaces (except the controls and access door) are considered to be working surfaces and as such should not be touched. The front windows and surrounds are not considered to be fully secure guards against accidental contact. It is recommended that an approved fire screen be used if children, the elderly or persons with limited mobility are to be present in the same area.

Do not place curtains, laundry, furniture etc. within a safe distance of 300mm of this appliance.

Do not attempt to burn rubbish on this appliance.

If this appliance is extinguished, on purpose or other, no attempt to relight should be made within 3 minutes.

Unpacking

Remove the appliance from its packaging and check for any damage or missing items before commencing the installation.

Packing List

- **Appliance**
- **Log Set**
- **Remote control handset**
- **Bag of embers**
- **Glow fibre pack**
- **Burner**

Before commencing installation, confirm that the details on the appliance data plate correspond to the local distribution conditions, gas type and pressure to which the appliance is to be installed. Check you are in receipt of the correct gas type burner.

Ensure the gas supply and supply pipe is capable of delivering the required volume and pressure of gas and is in accordance with the rules in force.

Installation Instructions

Gas Connection

This appliance has a gas inlet connection of Ø 8mm.

Ventilation

This appliance is a Balanced Flue room sealed appliance, and as such needs no additional ventilation. However, an adequate supply of fresh air to maintain temperatures and a comfortable environment is recommended.

This appliance may be installed in a completely sealed or mechanically ventilated house.

Do not install the appliance in a bathroom or a room that contains a bath or shower.

Do not cover the appliance and or do not wrap it in an insulation blanket or any other material.

Do not make any changes to the appliance.

The gas connection must be in accordance with local and national regulations.

This appliance is intended for use on a gas installation with a governed meter.

Appliance Fireplace Installation

Determine the position required for the appliance.

Create a gas connection for the appliance in approximately the correct location for the gas controls.

The gas controls are connected to the Burner of the appliance.

For clearance details see below & diagrams on Page 10.

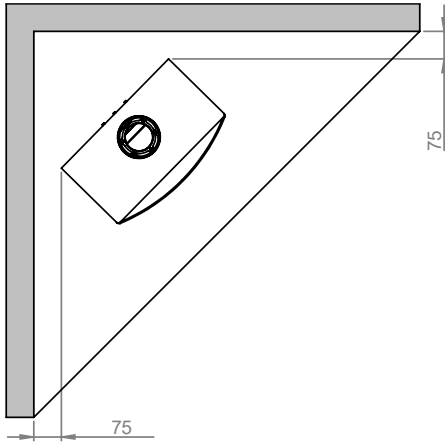
The clearance distance of the Flue from combustibles must not be less than 75mm. This dimension can be reduced to 25mm as the distance from the underside and the sides of horizontal flue runs.

Hearth

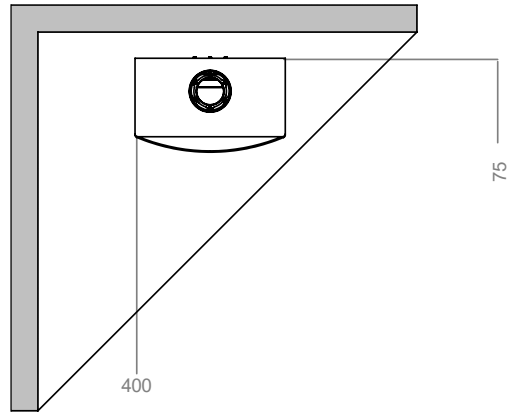
A hearth conforming to national regulations should be provided for the stove extending to at least the front of the supporting legs, and to at least each side of the stove. ACR recommend a hearth footprint 50mm more on all 4 sides than the footprint of the appliance. The hearth should have a minimum thickness of 12mm.

Clearance Requirements

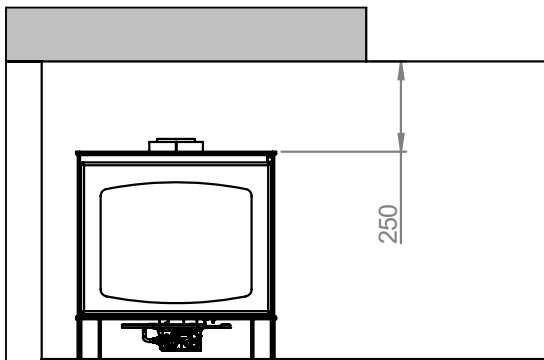
Corner Installation – Distance to combustibles



Side & Rear – Distance to combustibles



Above – Distance to combustibles



All clearances stated provide the minimum distance to combustible material. If the appliance is to be installed in a non-combustible opening, these clearances can be reduced but the clearance for the rear must always be 50mm minimum. You **must** ensure that if reducing the clearances to the sides or above, provision is made for servicing & maintenance purposes and adequate air flow around the appliance can be maintained. However, we would recommend you adhere to the clearances to combustibles wherever possible.

Installation of the appliance

The appliance is supplied in separate boxes, please refer to the packing list above.

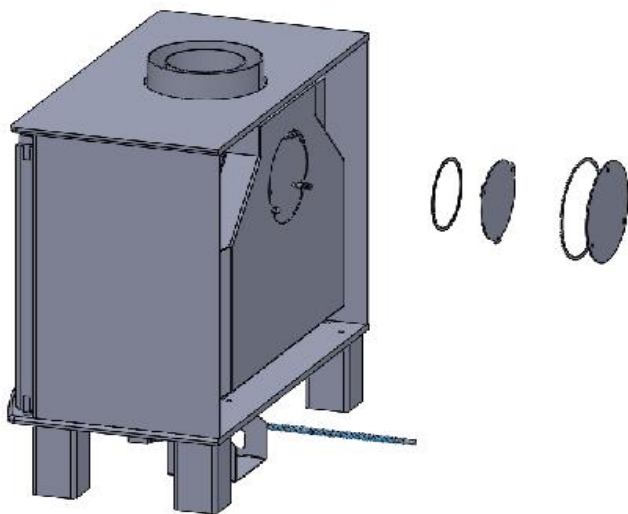
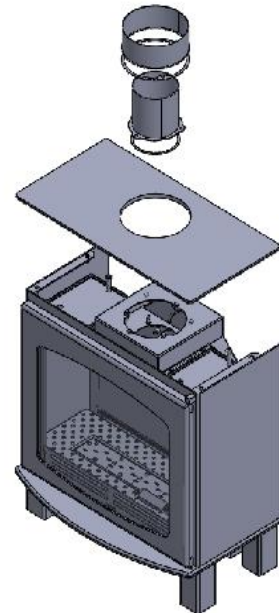
The installer is required to install the burner, optional rear panel and log set to the appliance.

Flue configuration

The appliance is pre-set with a vertical flue configuration, if this is the desired flue route then no further action needs to be taken.

The appliance is able to be installed with a rear flue option when used in conjunction with the ACR snorkel kit, to prepare the appliance for this application the flue collar assembly will need to be removed from the top of the appliance and swapped to the rear of the appliance.

1. Remove free floating top plate, remove air intake collar and gasket, and remove inner flue outlet collar and gasket.
2. Remove rear outer blanking plate and gasket, and remove inner blanking plate and gasket.

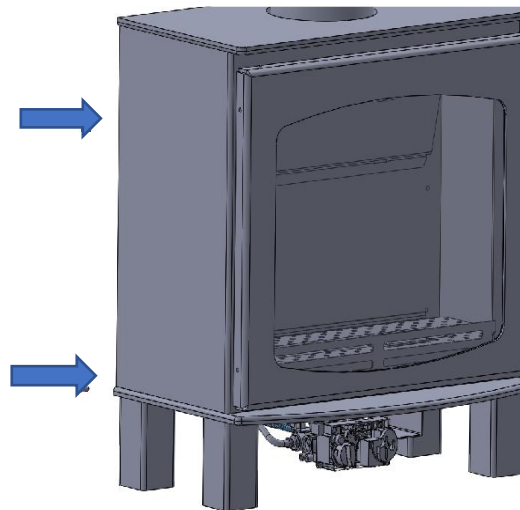


3. Swap the blanking plates, flue collars and gaskets and retighten fixing bolts. Place the cosmetic blanking plate onto the top of the free - floating top plate.

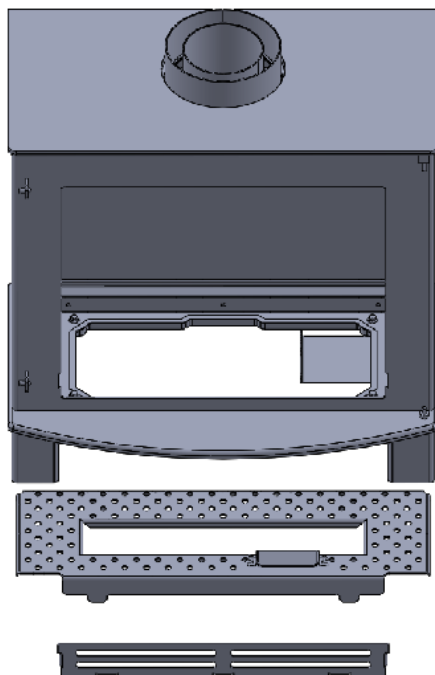
Burner installation

Before connecting the burner please ensure that the gas supply pipework is in the correct position for connection to the unit, please ensure that the gas supply pipework is purged and free from debris.

1. To access the combustion chamber please loosen the two retaining bolts located in the side of the openable door.

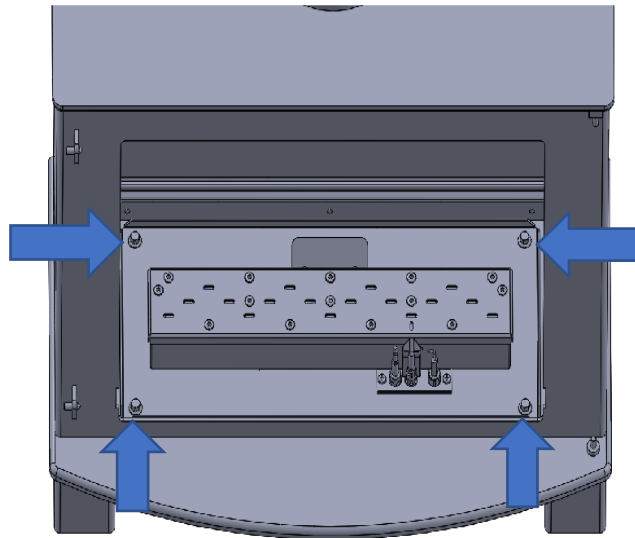


2. Remove the log guard and lift out the perforated grate from the combustion chamber.

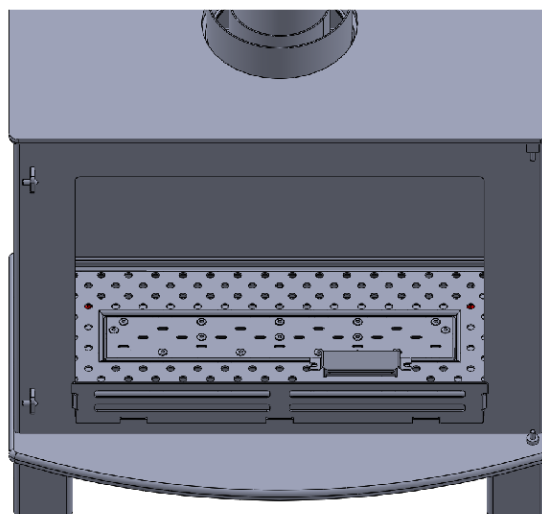


3. Unpack the complete burner and insert the burner into the combustion chamber. Secure the burner to the base of the appliance using the 4 bolts provided ensuring that the seal is fully compressed on all sides. Please pay careful attention to make sure that the attached control box and associated wiring are not trapped between the bottom of the burner and the combustion chamber. Ensure that the flexible gas supply pipe is not damaged in any way and that it's protruding from the rear, underside of the appliance.

4. Replace the perforated grate and log guard.



5. Place the control box into the holder located on the underside back left of the appliance ensuring that the wiring is not trapped in any way.



The appliance is now ready to be connected to the gas supply pipework and the flue connection can be made.

Flue Connection

General Notes

This appliance may be installed with a roof terminal or a wall terminal.

This appliance may only be used with Balanced Flue (otherwise known as Concentric Flue) parts as specified by ACR. The ACR specified flue parts have been approved with the appliance. If the appliance is installed on non-ACR approved parts, ACR cannot guarantee or accept any responsibility for the proper and safe working of the appliance.

The flue system must be constructed from the appliance upwards, with all joints being fully locked and sealed using the ACR specified parts.

If installing the flue renovation kit, the existing flue must be swept & checked for soundness prior to installation.

Timber Frame Construction

Whilst it is possible to install room-sealed appliances in timber frame properties, great care needs to be taken to ensure that the flue assembly does not interfere with the weather proofing qualities of any outer wall which it may penetrate. Before attempting this work, further details need to be referenced, (e.g. "Gas Installations in Timber Frame Buildings" from the GAS SAFE installer publications in the UK).

Car Port or Building Extension

Where a flue terminal is sited within a car port or building extension, it should have at least two completely open and unobstructed sides. The distance between the lowest part of the roof and the top of the terminal should be at least 600mm.

Note: A covered passageway should not be treated as a car port. Flues should not be sited in a covered passageway between properties.

Basements, Lightwells and Retaining Walls

Flue terminals should not be sited within the confines of a basement area, lightwell or external space formed by a retaining wall, unless steps are taken to ensure the products of combustion can disperse safely at all times. It may be possible to install this Balanced Flue system in such a location provided that it is not sited lower than 1m from the top level of that area to allow combustion products to disperse safely.

Flue terminals should be sited to ensure total clearance of the combustion products in accordance with the manual.

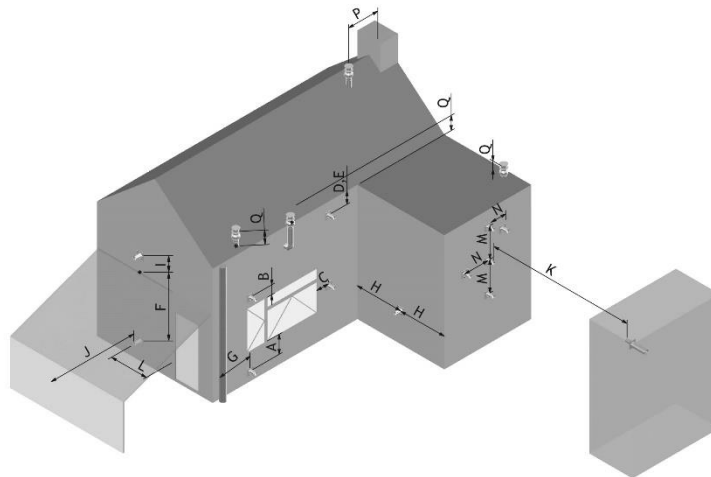
When the products of combustion are discharged, they should not cause a nuisance to adjoining or adjacent properties and they should be positioned so that damage cannot occur to other parts of the building. If the outer wall surface is constructed of combustible material, a non-combustible plate should be fitted behind the terminal projecting 25mm beyond the external edges of the terminal

Terminal Guards

The flue outlet should be protected with a terminal guard conforming to BS5440-1 if persons could come into contact with it, or if it could be damaged or if it is in a vulnerable position such as where the flue discharge is within easy reach from the ground (less than 2m) balcony, veranda or an opening window.

The flue outlet can be either taken from the standard top exit or converted rear exit of the appliance.

Terminal Locations



Dimension	Terminal Position	Distance (mm)
A*	Directly below an opening, air brick, opening window etc.	600
B	Above an opening, air brick, opening window etc.	300
C	Adjacent to an opening, air brick, opening window etc.	400
D	Below gutters, soil pipes or drain pipes	300
E	Below eaves	300
F	Below balconies of car port roof	600
G	From a vertical drain pipe or soil pipe	300
H	From an internal or external corner	600
I	Above ground roof or balcony level	300
J	From a surface facing the terminal	600
K	From a terminal facing the terminal	600
L	From an opening in the car port (e.g. door, window into the dwelling)	1200
M	Vertically from a terminal on the same wall	1500
N	Horizontally from a terminal on the same wall	300
P	From a vertical structure on the roof	600
Q	Above intersection with roof	150

* In addition, the terminal should not be 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.

Wall Vent Terminations

Horizontal Wall Vent Termination

Flue sizing:

Wychwood: Ø100/150 Connector on appliance.

Ø100/150 Maybe used throughout.

Maximum pipe extension, for outside wall (H)

= 1 X Vertical Pipe Rise (V). For Ø100/150 flue.

Maximum Permissible Run (H) =15m.

Flue Restrictors to be fitted, Ø100/150:

Wychwood

Vertical Rise < 1m	No Restrictor
Vertical Rise 1-2m	35mm Restrictor
Vertical Rise 2-4m	40mm Restrictor
Vertical Rise 4-6m	50mm Restrictor
Vertical Rise 6-9m	35mm Restrictor
Vertical Rise >9m	No Restrictor

Vertical Roof Vent Termination

Flue sizing:

Wychwood: Ø100/150 Connector on Appliance.

Ø100/150 Maybe used throughout.

Flue Terminal: Ø100/150

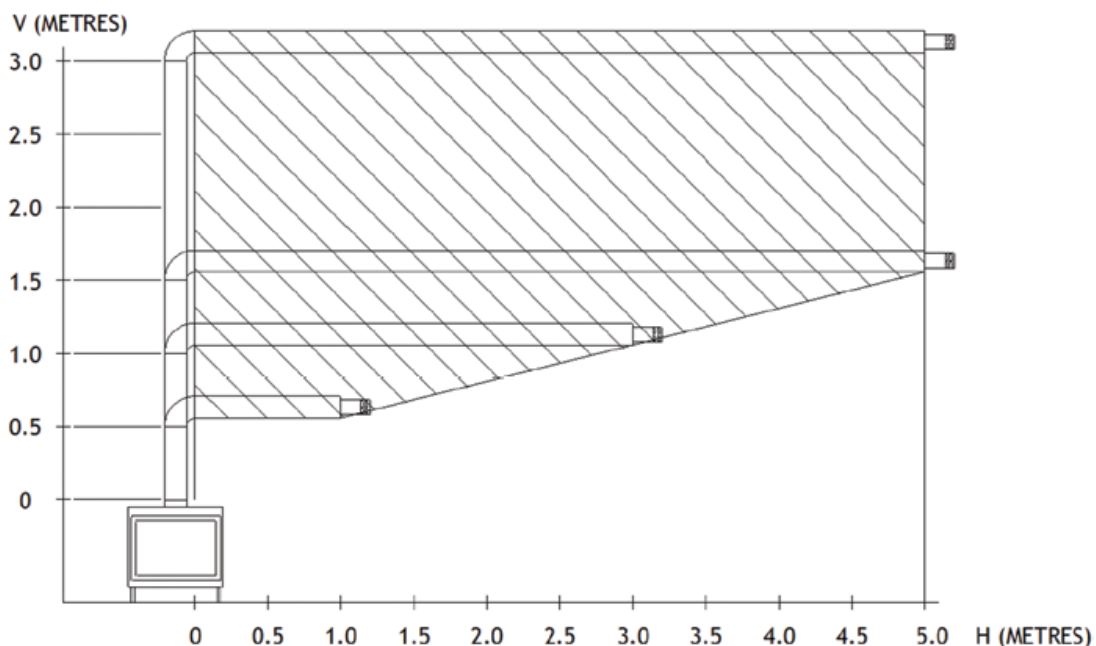
Part No. USDVC 100

Minimum Vertical Flue Height: Wychwood - 0.5m

Flue Restrictors to be fitted, Ø100/150:

Wychwood

Vertical Rise < 1m	No Restrictor
Vertical Rise 1-2m	35mm Restrictor
Vertical Rise 2-4m	40mm Restrictor
Vertical Rise 4-6m	50mm Restrictor
Vertical Rise 6-9m	35mm Restrictor
Vertical Rise >9m	No Restrictor



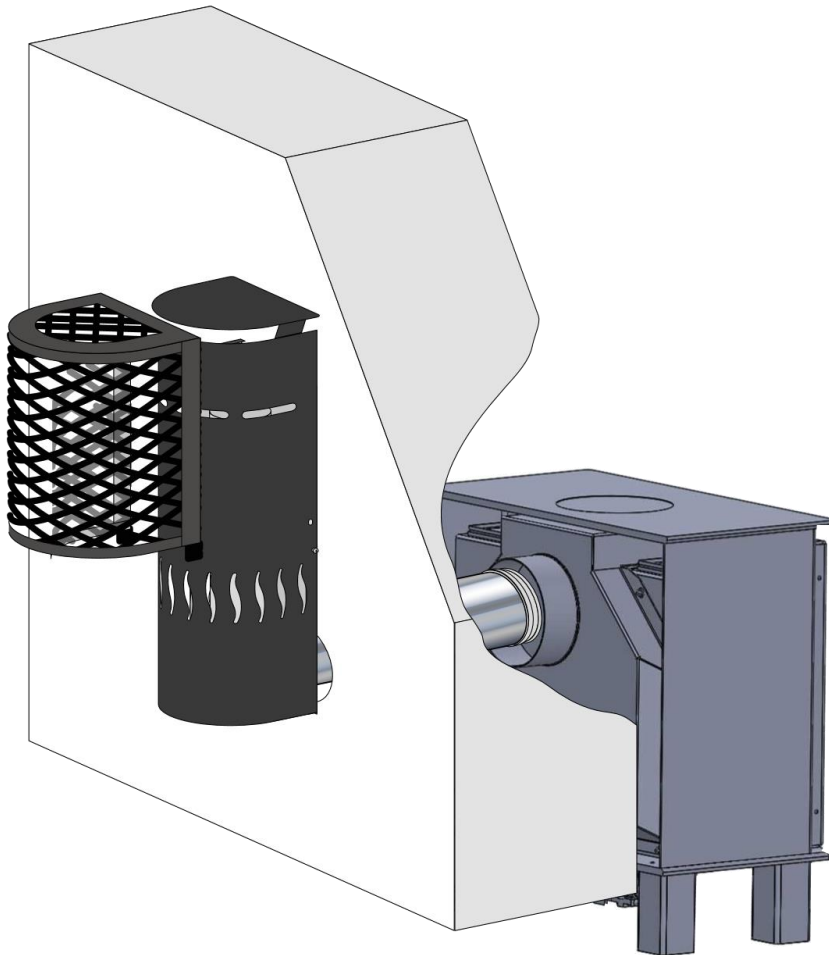
Rear Flue Configuration

IMPORTANT

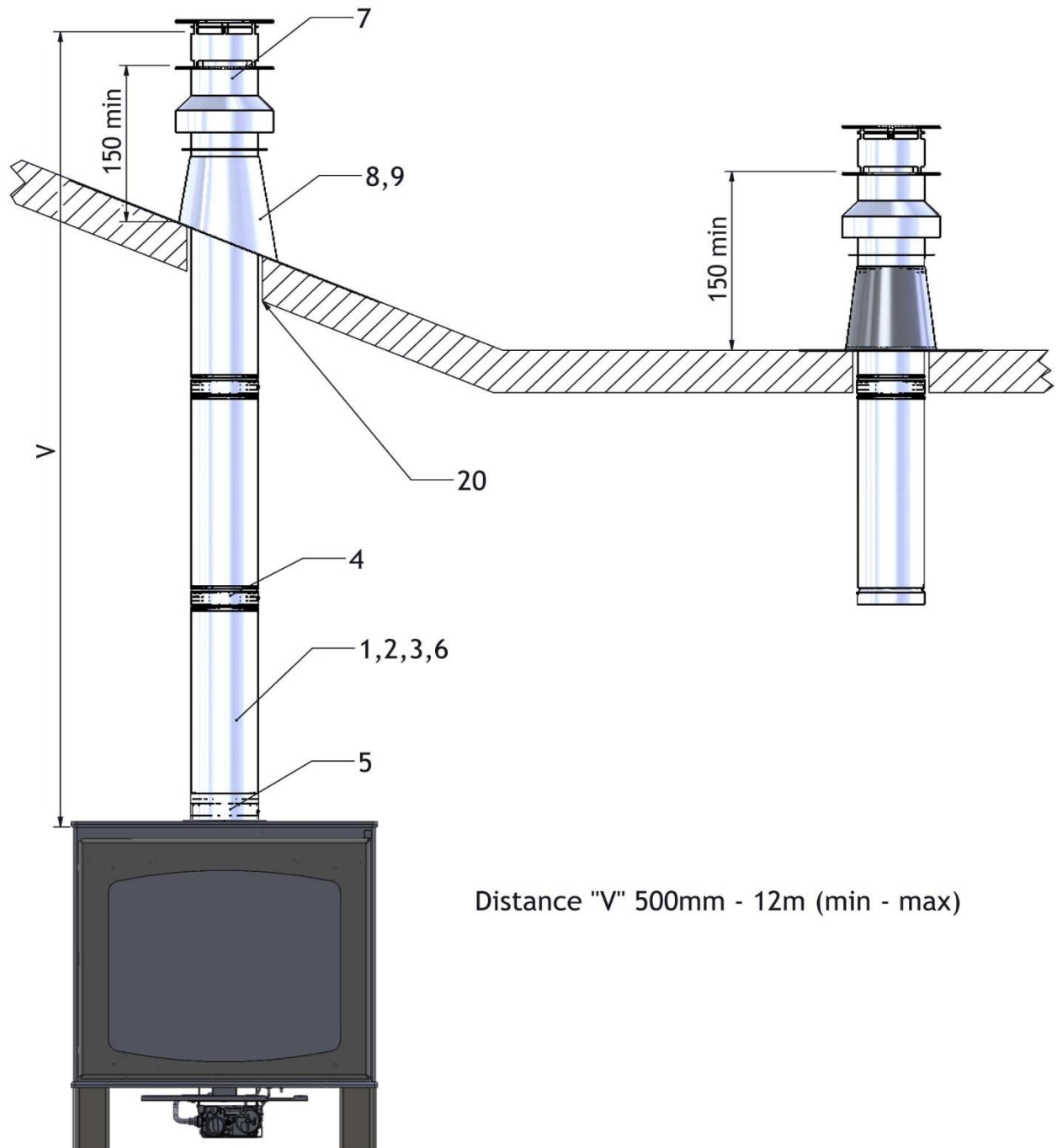
When using the rear flue option from the Wychwood Gas Stove, it is imperative that the below configuration is adhered to at all times.

The Snorkel Terminal (GFK2 ACR REAR SNORKEL KIT) **MUST** always be installed inline with manufacturers instructions and a maximum horizontal length of 500mm before affixing the snorkel terminal.

Under no circumstances should any other rear flue configuration be used as this may cause a danger to persons & property.



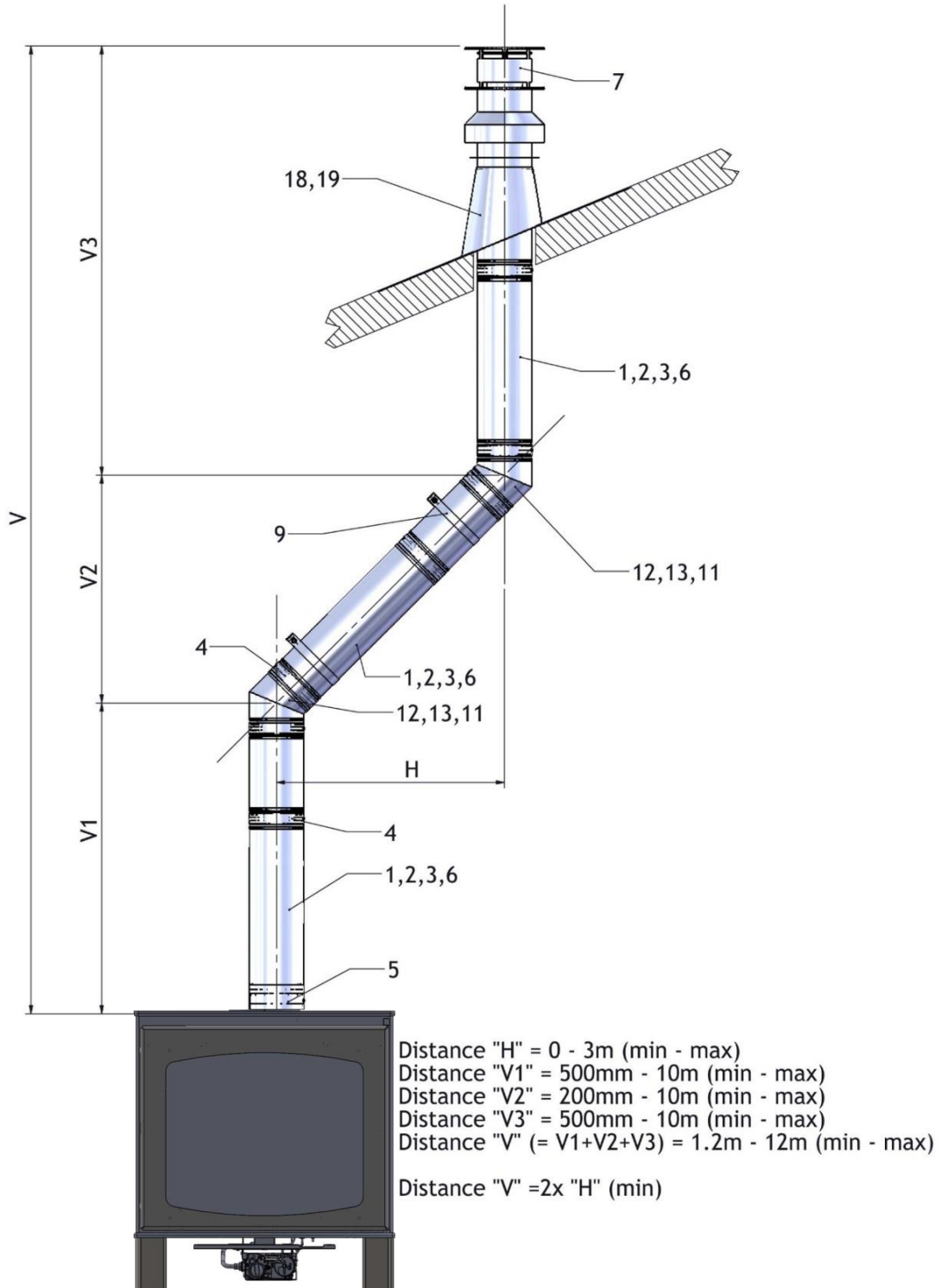
Examples of possible alternative flueing arrangements*



Distance "V" 500mm - 12m (min - max)

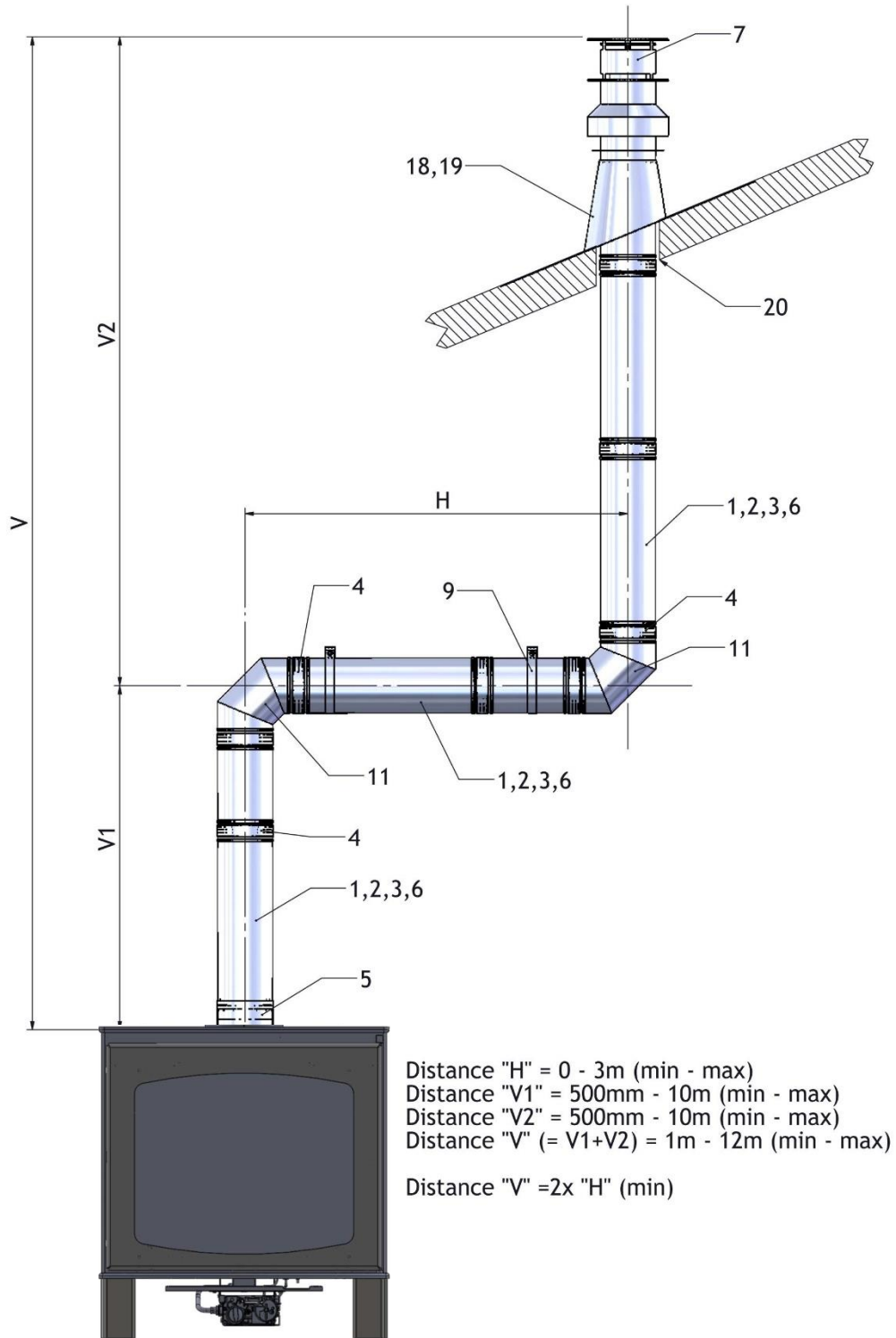
*Contact your local dealer for more information

Examples of possible alternative flueing arrangements*



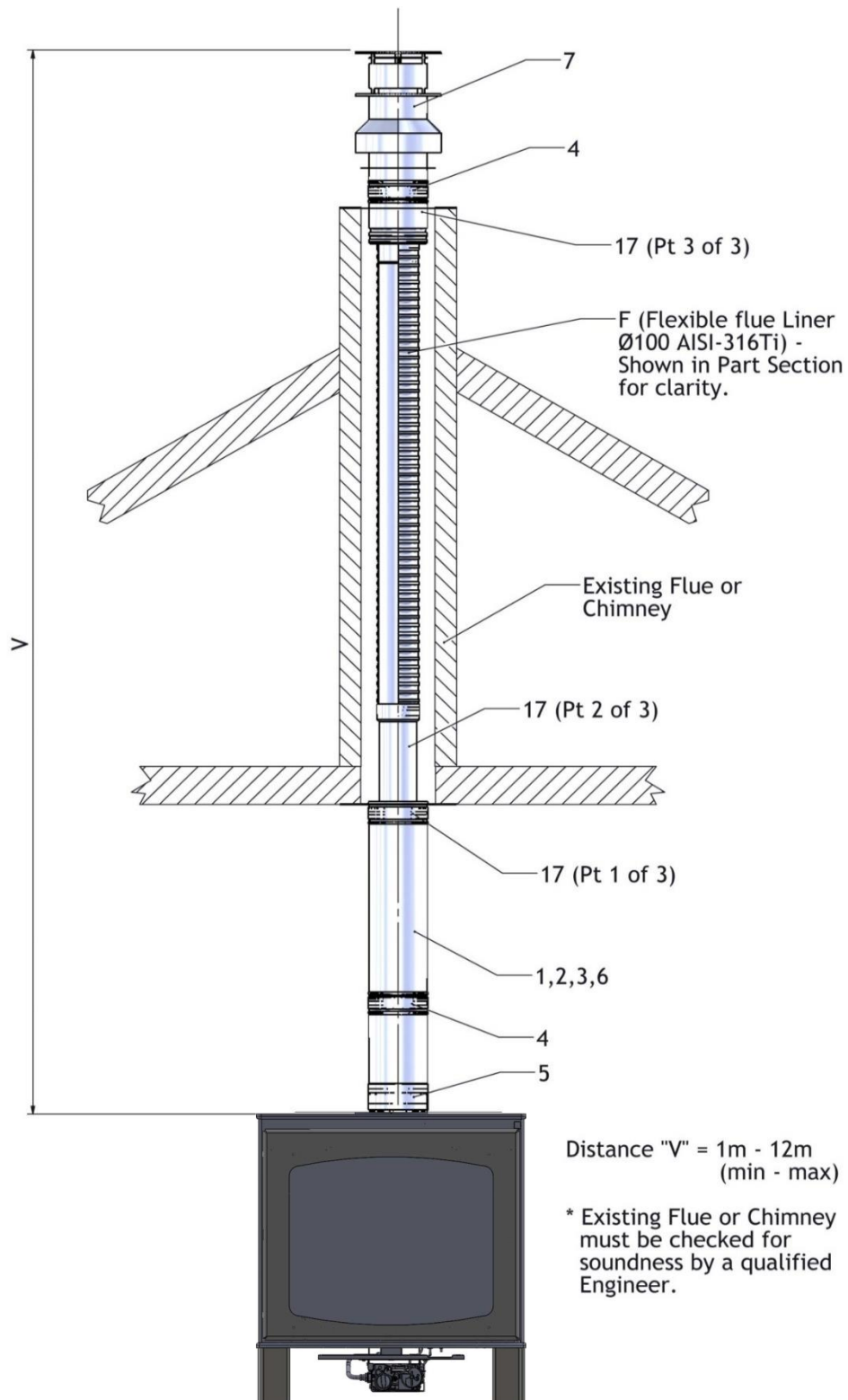
*Contact your local dealer for more information

Examples of possible alternative flueing arrangements*



*Contact your local dealer for more information

Examples of possible alternative flueing arrangements**



**Contact your local dealer for more information

Positioning of Logs & Embers

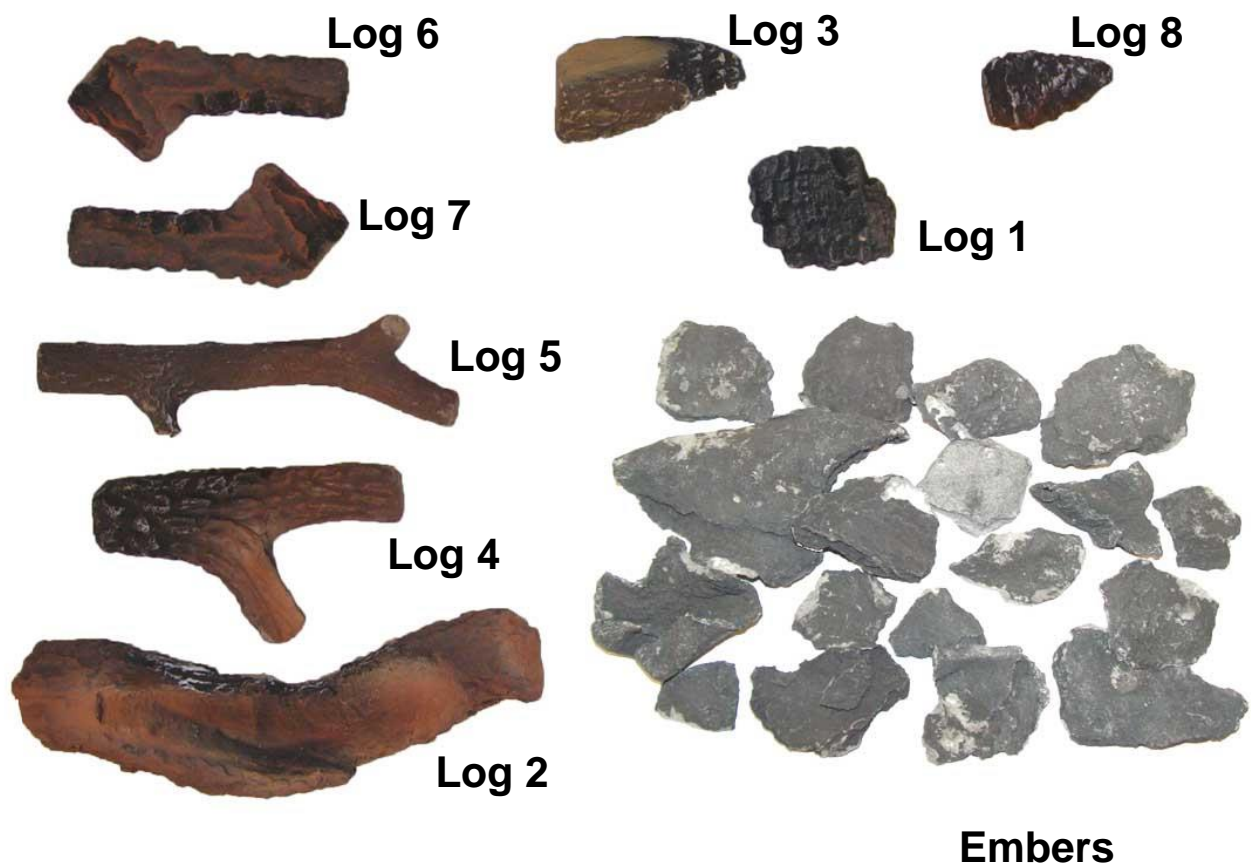
When arranging the logs and embers onto the firebed, it is important that the pilot area is kept clear and that no embers enter the pilot shield. The pilot area includes the the pilot shield and the top of the burner to the first slot.

Position the logs & embers as shown in the diagrams.

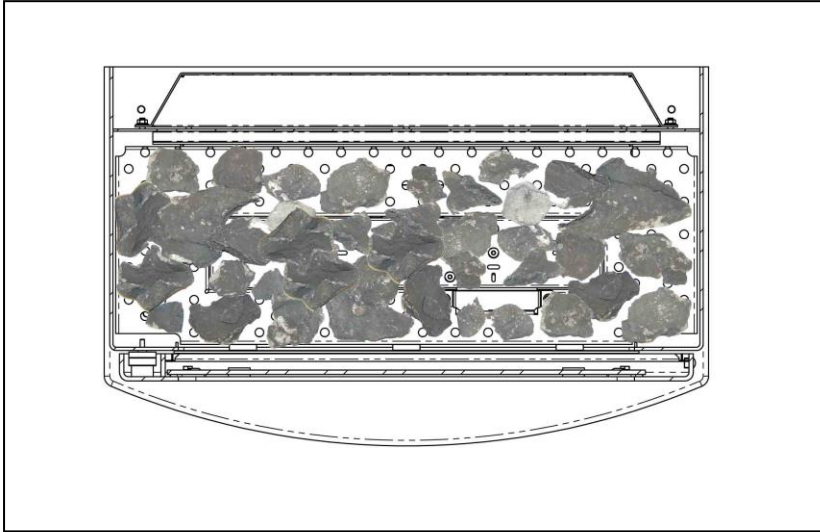
The fuel effect in this appliance are made from Refractory Ceramic Fibre (RCF), a material which is commonly used for this application.

Protective clothing is not required when handling this product, but we recommend you follow the normal hygiene rules of not smoking, eating or drinking in the work area and always wash your hands before eating and drinking.

To ensure that the release of RCF fibres are kept to a minimum, during installation and servicing a HEPA filtered vacuum is recommended to remove any dust accumulated in and around the appliance before and after working on it. When servicing the appliance, it is recommended that the replaced items are not broken up, but are sealed within heavy duty polythene bags and labelled as RCF waste. RCF waste is classed as stable, non- reactive hazardous waste and may be disposed of at a licensed landfill site. Excessive exposure to these materials may cause temporary irritation to eyes, skin and respiratory tract; wash hands thoroughly after handling the material.



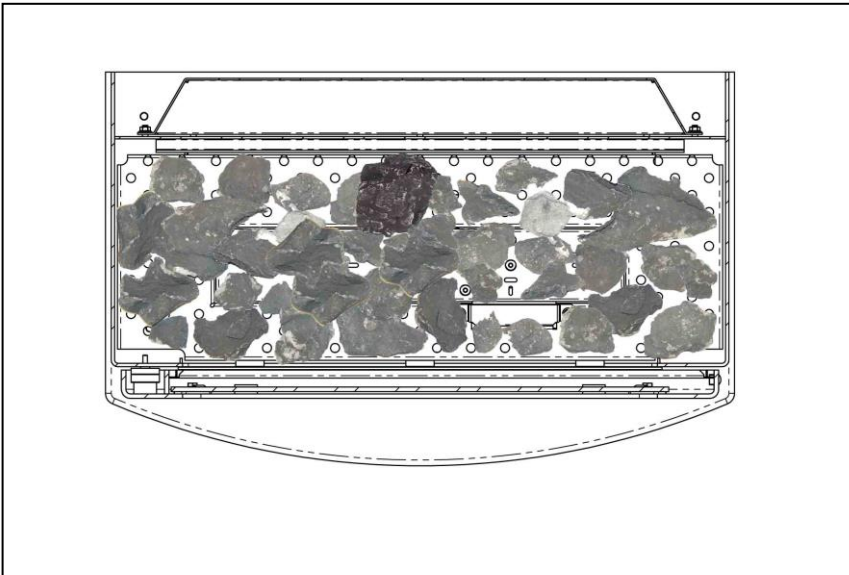
Log Layout



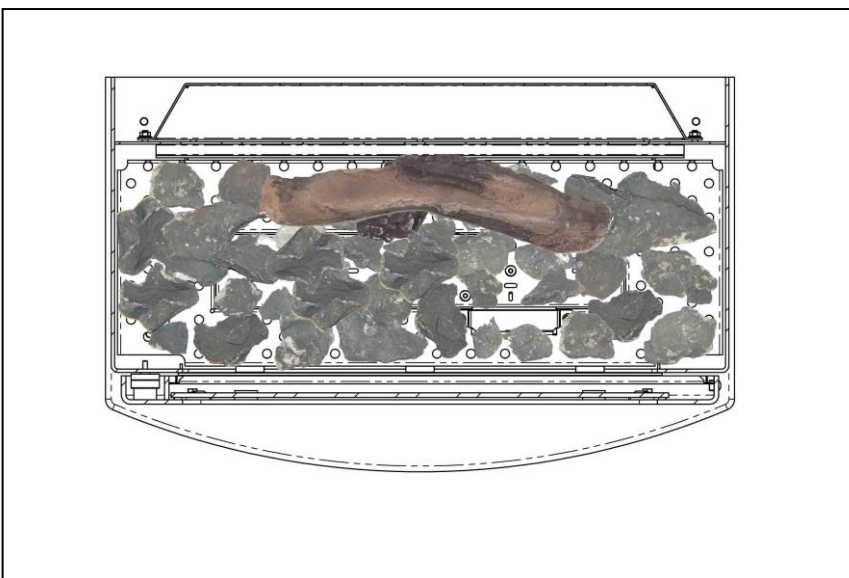
Scatter the bags of embers over the top of the burners as shown, keeping the pit area clear.

Position the 8 logs as shown, noting the 2 special logs labelled A and B. These have a slot cast into the underside, this slot fits on top of the 2 raised burner sections.

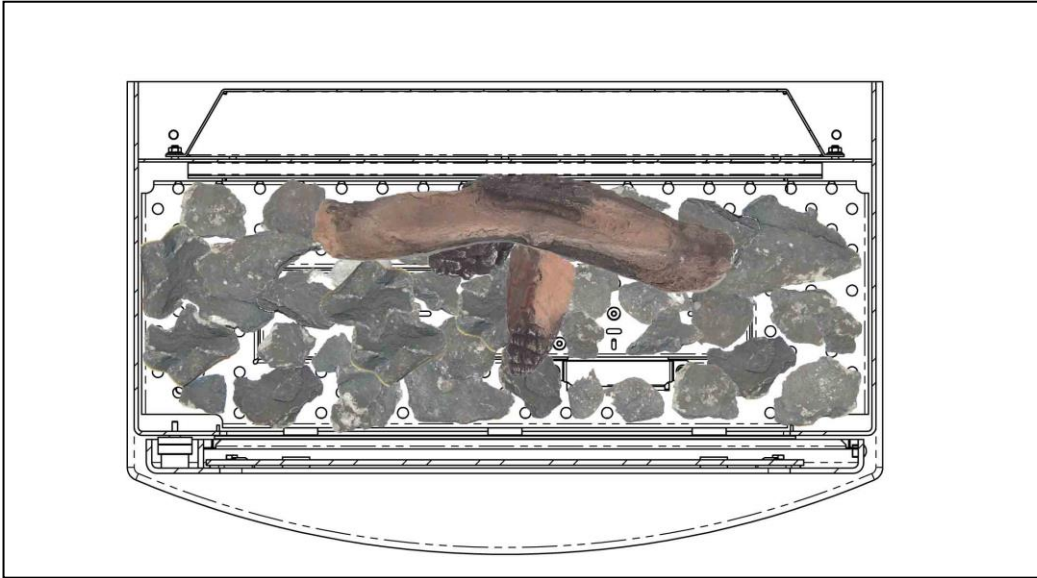
Lay the glow fibres amongst the logs in the flames to create an enhanced glow.



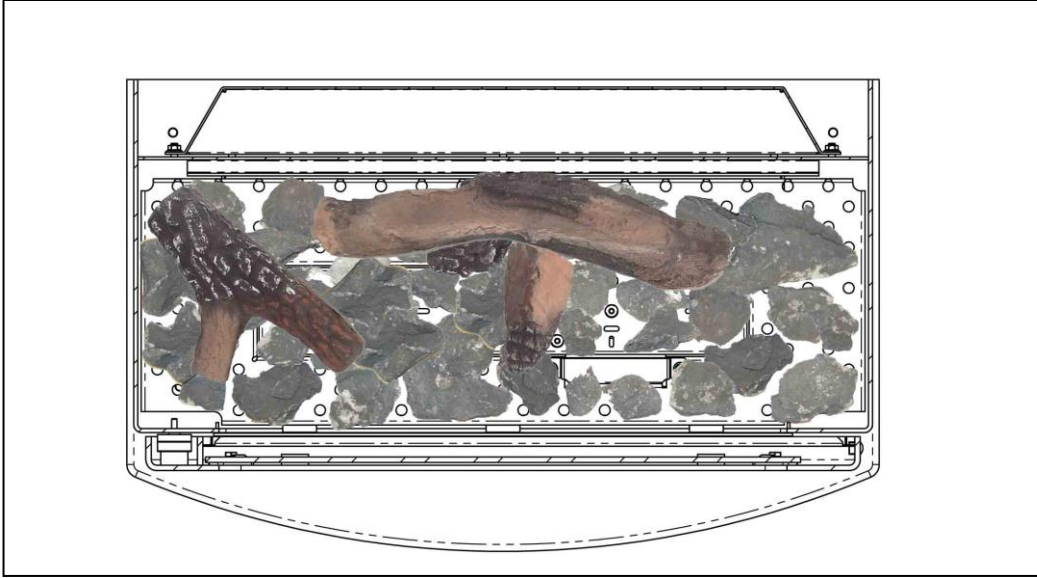
Log 1



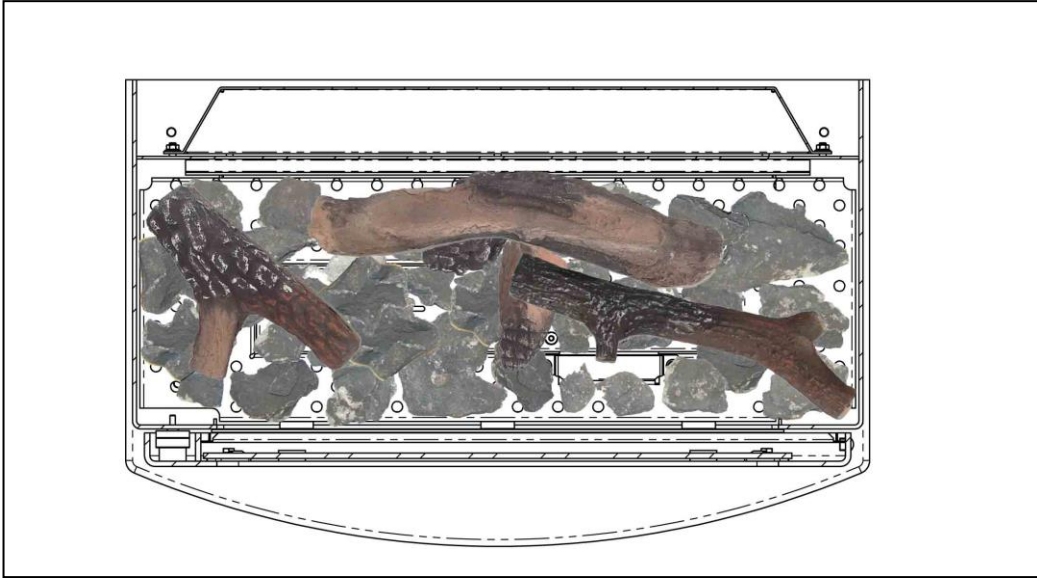
Log 2



Log 3



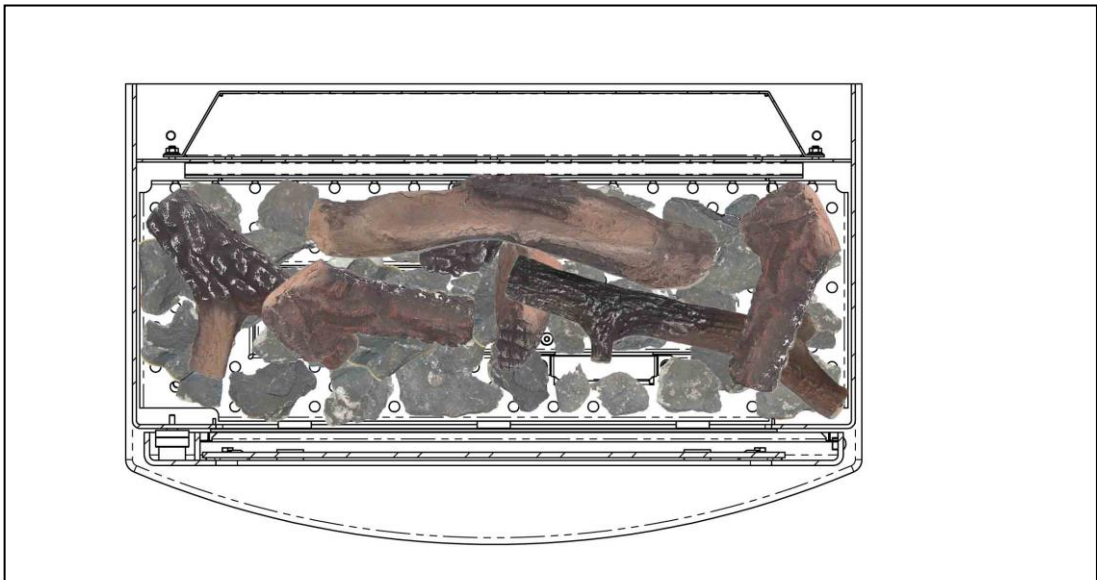
Log 4



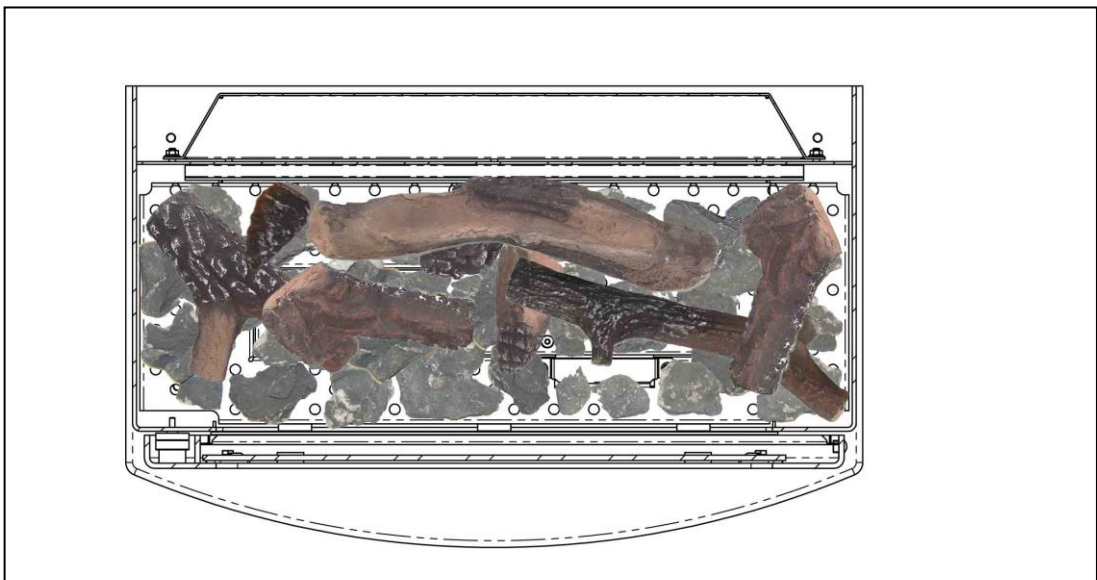
Log 5



Log 6



Log 7



Log 8

Commissioning the Appliance

Pilot Ignition Check

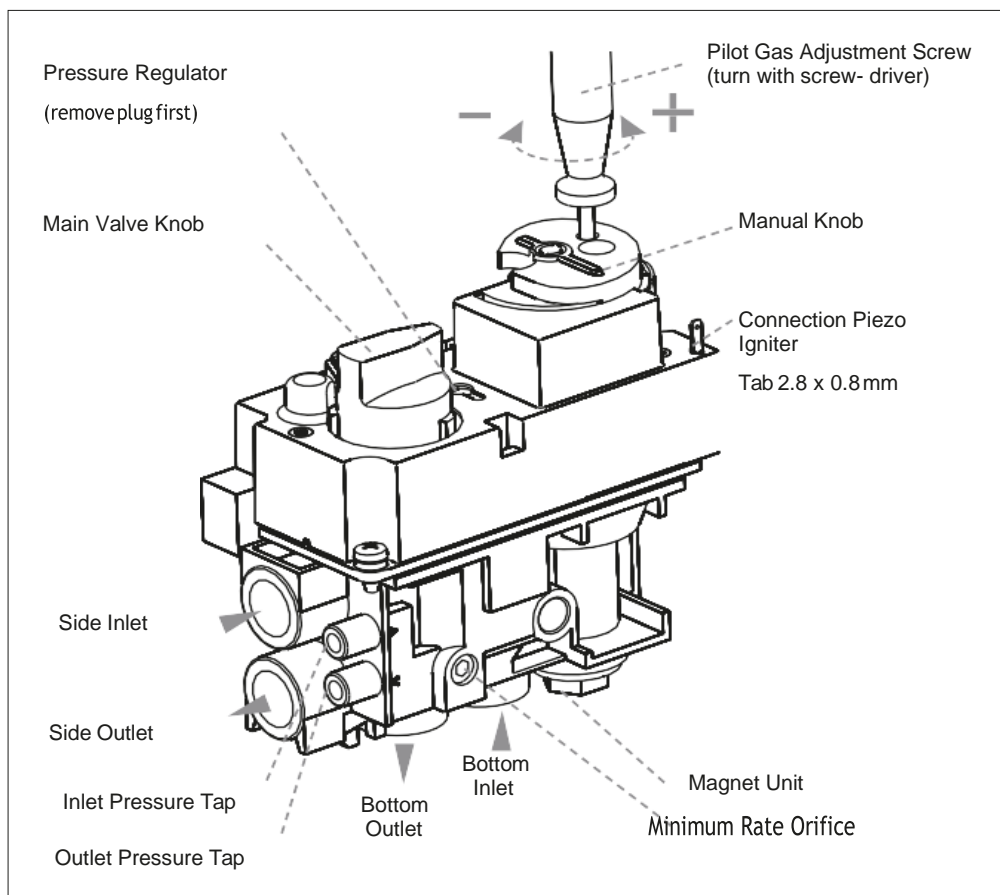
1. Ignite the pilot light as described in the User Instructions
2. Check that the pilot flame stays alight
3. Extinguish the pilot light
4. Ensure the glass is clean & fingerprints are removed prior to lighting as these could mark the glass permanently.

Main Burner Check

1. Ignite the pilot light as described in the User Instructions
2. Turn on the main burner as described in the User Instructions
3. Check that the pilot smoothly cross-lights to the main burner and that the main burner and pilot stay alight
4. Check the operation as described in the User Instructions
5. Extinguish the appliance fully

Pressure Check

The appliance is present to give the correct heat inputs as listed in the technical details. No further adjustment is necessary. Always check the inlet pressure and burner pressure.



Pressure Check Instructions:

1. Turn off the gas valve on the appliance
2. Release the screw on the Inlet Pressure test point on the gas valve and connect a manometer
3. Check that the measured pressure is as the prescribed supply pressure
4. Perform the test when the appliance is burning on full (Inc. "effect" burners) and with only the pilot alight
5. If the pressure is low, check the gas supply pipes are to a correct sizing
6. If the pressure is too high (more than 5 mbar over) the appliance may be installed, but the gas supply company should be contacted before commissioning continues.
7. Release the screw on the Burner Pressure test point on the gas valve and connect a manometer
8. Check that the measured pressure is as detailed in the Technical details
9. The measured value should be within +/- 10% of the described value. If this is not the case, please contact the supplier.

Note: After checking the pressures and removing the manometers, the screws in the Pressure Test points must be closed, and the system must be checked for gas-tightness.

Flame stability

IMPORTANT NOTE - The appliance should always be observed when lighting. On starting the appliance, the ignition will light the pilot, once established the main valve opens to 'High rate' to allow gas through to the main burner. All of the main burner should light within 6 seconds lighting the whole burner area.

If this does not happen then the appliance should be turned off allowing 3 minutes before attempting to relight.

Check the stability of the flame by turning to low rate then back to high rate then to low rate doing this around three times whilst observing the stability of the main burner and pilot flame, there should be no problems lighting the main burner.

Briefing & Handover to the Customer

Instruct the customer on the full operation of the appliance.

Warn the customer that the fire unit may give off a temporary odour; this is normal running in of the unit, and will disappear after a short period of use.

Inform the user that the appliance glass is only to be opened when servicing, and not to disturb the fibre logs as this may disturb the combustion.

Inform the customer that it is recommended that a full service on the appliance and flue checks be carried out annually by competent person/s.

Caution - Make the user aware of the location of the isolation valve and tell the user to close the isolation immediately in case of malfunction / bad performance and to contact the installer in order to prevent dangerous situations.

Instruct the user that the pilot light and flame sensing device fitted to this appliance is also an atmospheric sensing device, designed to shut off the appliance if the evacuation of products of combustion is disturbed. If the appliance repeatedly shuts off after being restarted (as detailed in the 'Lighting instructions' section), a GAS SAFE registered engineer should be contacted to examine the appliance and installation.

Inform the user to always observe the appliance when lighting, once the pilot is lit the main valve then opens to 'High rate' allowing gas through to the main burner. The main burner should then light within 6 seconds **if this does not happen then the appliance should be turned off allowing 3 minutes before attempting to relight.**

Warn the user of the following points:

- That all parts of the appliance will become hot while the appliance is running, so it is recommended that a guard conforming to BS8423: 2002 be used for the protection of young children, aged or infirm persons.
- Not to stand too close to the appliance for prolonged periods of time; loose clothing is particularly at risk of burning, and that rubbish cannot be burned in the unit.
- Against placing combustible material directly in front of the appliance. Floor coverings such as carpets, are considered to be acceptable.

Ensure the installer details are filled in.

Gas Checklist

Gas Checklist	Pass	Fail
Gas Tightness Test		
Standing Pressure		
Working Pressure		
Burner Pressure		
Heat Input		
Door Locked & Secured		

Dealer & Installer Information

Dealer:
Contact No:
Date of Purchase:
Model No:
Stove Serial No:
Burner Serial No:
Gas Type:


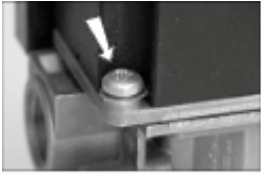
Installation Company:
Gas Safe Registered Engineer:
Contact No:
Gas Safe Register No:
Date of Installation:

Fault Finding Checklist




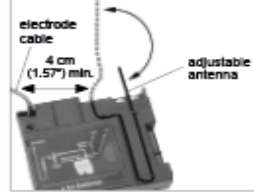
ISSUE	POSSIBLE CAUSE	SOLVE
Will not operate with handset	1. Transmitter batteries low	Replace Transmitter batteries. Quality alkaline recommended.
	2. Receiver batteries low	Replace Receiver batteries with 1.5 V"AA" quality alkaline batteries.
	3. Optional Mains Adapter not operating properly	Check Mains Adapter
	4. Check coding of Transmitter and Receiver (Initial Sync.)	Learn new code (reset). See label on receiver.
	5. Transmitter distance limited	1. Straighten the Antenna 2. Replace Receiver, See wiring diagrams, pg. 8-12, in the operating/installation instructions for the GV60


ISSUE	POSSIBLE CAUSE	SOLVE
Frequent beeps for 3 seconds while motor turns.	1. Batteries (Receiver) are low	Replace batteries (Quality Alkaline recommended). ⚠ WARNING Do not use metal tools to remove batteries. Doing so will render the Receiver inoperable.
Pilot Flame lights but there is no main gas flow	1. Manual override knob (if equipped) is in MAN position.	Turn Manual override knob to ON position.
	2. Valve turned down to pilot flow	Turn flame to high fire by pressing up button on remote handset,
	3. Valve	Replace Valve. Do not overtighten the Thermocouple Interrupter.
Latching Solenoid does not work.	1. Loose connection	Check Connection is tight and pins are straight
	2. Latching Solenoid	Replace Latching Solenoid
	3. Receiver	Replace Receiver and reprogram code.
	4. Handset	Check that the Handset shows the AUX-symbol if you press SET + UP

Fault Finding Checklist


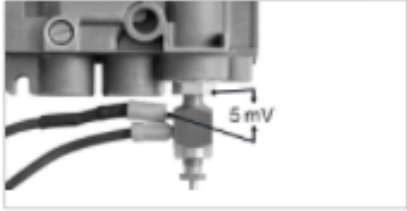
ISSUE	POSSIBLE CAUSE	SOLVE
No Ignition: one 5 second continuous tone:	1.ON/OFF Switch is in (O) OFF position.	Push Switch to (-) ON position (see figure 7).  <p style="font-size: small; margin-top: 5px;">Figure 7 ON/OFF Switch 8 Wire Connector</p>
	2. Loose wire	Secure wire
	3.Receiver	Replace Receiver and reprogram code (see OBSERVED PROBLEM C, REMEDY to POSSIBLE CAUSE 2).
	4.Bent pins on 8 Wire Connector (see figures 7 and 9)	Straighten pins on 8 Wire Connector.
	5.Valve	Replace Valve. Do not overtighten the Thermocouple Interrupter.
Ignition stops after the first spark	1.Loose ground connection at the valve  <p style="font-size: small; margin-top: 5px;">Figure 8</p>	Check ground connection at the valve and tighten screw (see figure 8).

Fault Finding Checklist

ISSUE	POSSIBLE CAUSE	SOLVE
No transmission: (motor does not turn)	1. Dead batteries	<p>Replace the batteries in the Receiver and/or Remote Handset (quality Alkaline recommended)</p> <p>⚠ WARNING Do not use metal tools to remove batteries. Doing so will render the Receiver inoperable.</p>  <p>Figure 2 Application with internal and external battery box:</p> <p>⚠ WARNING Battery clip (see figure 3) must not come into contact with metal parts after unplugging the external battery holder, because there is voltage stored in the Receiver.</p>  <p>Figure 3</p>
	2. Receiver must learn new code.	<p>Press and hold the Receiver's reset button until you hear 2 acoustic noises signal, release the reset button. Within the subsequent 20 seconds press the flame button. You should hear two additional short beeps confirming the new code is set.</p>  <p>Figure 4</p>
	3. The Receiver is surrounded by metal reducing the transmission range.	<p>Change the position of the adjustable antenna.</p>  <p>Figure 5</p>

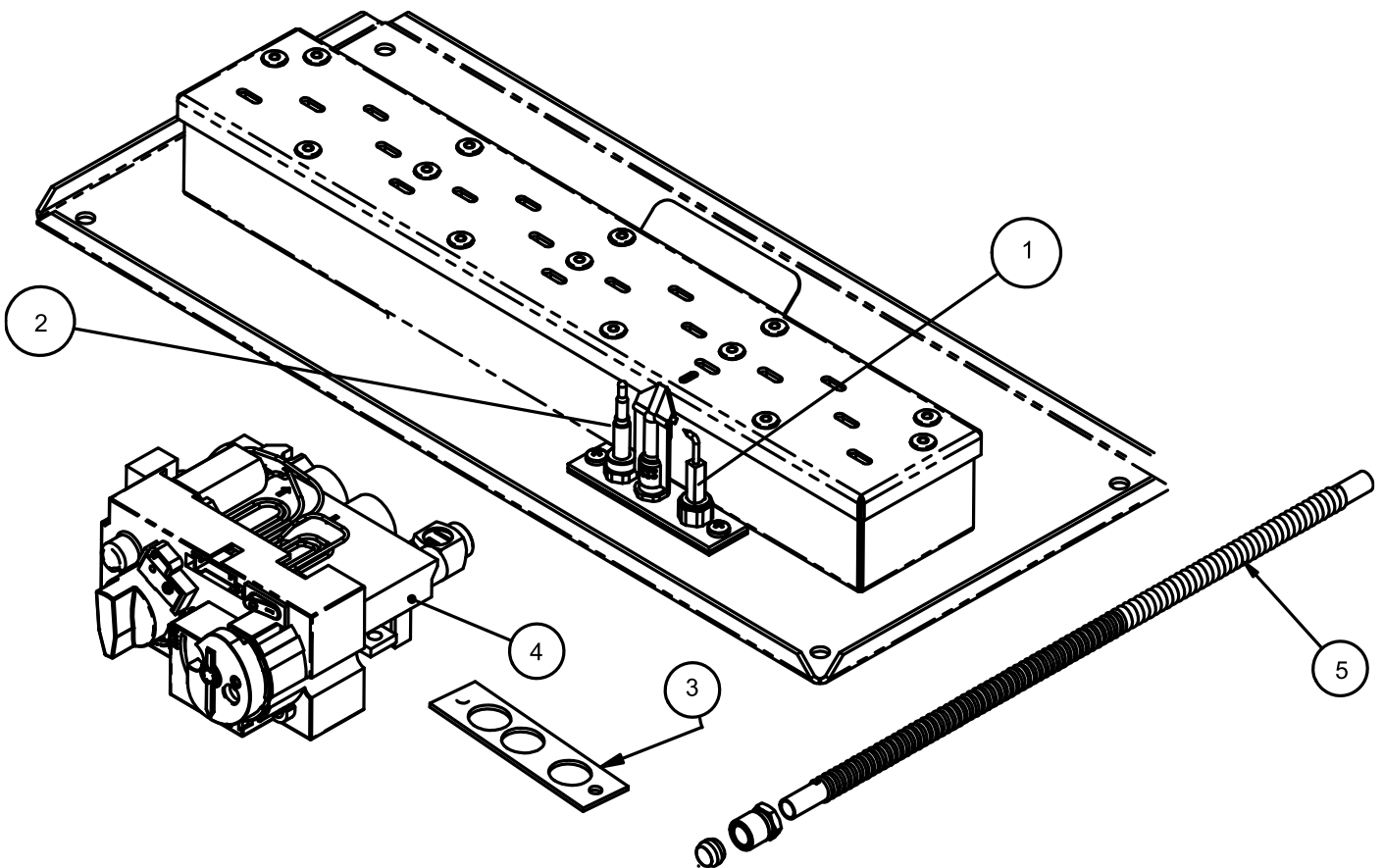
ISSUE	POSSIBLE CAUSE	SOLVE
Continued No transmission: (motor does not turn)	4. Receiver	Replace Receiver and reprogram, code (see OBSERVED PROBLEM C, REMEDY to POSSIBLE CAUSE 2)
	5. Transmitter	Replace the Transmitter and reprogram code (SEE OBSERVED PROBLEM C, REMEDY to POSSIBLE CAUSE 2).
	6. Bent pins on 8 Wire Connector on the Valve and Receiver (see figure 6 & 7)	<p>Straighten pins on 8 Wire Connector</p>  <p>Figure 6</p>
	7. Wiring at Valve Damaged	Replace Valve

Fault Finding Checklist

ISSUE	POSSIBLE CAUSE	SOLVE
<p>No pilot flame but spark</p>	1.No gas supply	Check the gas supply.
	2.Air in the pilot supply line	Purge the line or start ignition several times.
	3.No spark at Pilot Burner	Check manufacturer’s instructions for pilot setup; check wiring connection. Check for spark in location along Cable.
	4.Valve	Replace Valve. Do not overtighten the Thermocouple Interrupter.
	5.Receiver	Replace Receiver and reprogram code (see OBSERVED PROBLEM C, REMEDY to POSSIBLE CAUSE 2)
	6.Thermocouple circuit wired incorrectly	Check polarity the Thermocouple Wires.
<p>Pilot is lit and sparking stops. Valve shuts off after 10...60 seconds. Valve does not operate manually.</p> <p>NOTE: For manual operation turn the valve knob to the manual position and hold the safety magnet open with a pen for approximately 60 seconds (see figure 9)</p>  <p style="text-align: center;"><small>Figure 9</small></p>	<p>1.Not enough voltage generated from the Thermocouple or too much resistance in the circuit.</p> <p>NOTE: To find which part of the circuit is causing the problem, a checklist for each application can be prepared using an Excel calculation.</p> <p>Possible parts causing excessive resistance are: ON-OFF Switch, Temperature Switches, Thermocurrent Connections, Receiver.</p> <p>2.Thermocouple</p> <p>3.Low inlet pressure to Valve</p> <p>4.Valve</p>	<p>Use a digital multi meter set in the mV range and measure the voltage by connecting the test leads to the spade connector. Spade connector is located on the outer surface directly beside the magnet nut (see figure 10). The available voltage must be at least 5mV. The manufacturer must specify the drop time for the application. The drop time can be measured after the Thermocouple is heated.</p>  <p style="text-align: center;"><small>Figure 10</small></p> <p>Replace Thermocouple</p> <p>Confirm sufficient inlet pressure to the valve. Adjust or replace inlet regulator if necessary</p> <p>Replace Valve. Do not overtighten the Thermocouple Interrupter.</p>

Spare Parts

No. on Diagram	Item	Code
1	Pilot Assembly Natural	G30-ZP2-312
1	Pilot Assembly LPG	G30-ZP2-271
2	Thermocouple	CG30182
3	Pilot Assembly Gasket	G30PSZPS2
4	Gas Valve Assembly Natural	RK0_N1_GV60
4	Gas Valve Assembly LPG	RK10_P1_GV60
5	Flexible Tube 8 x 300mm.s.s	IGO8030
	Front Window Panel (Not Shown)	5540-424
	Ceramic Log Pack (Not Shown)	W-Logset
	Electrode (Not Shown)	G30-SPK1
	Electrode Lead (Not Shown)	G60-ZKIS1/1500
	Latching Solenoid (Not Shown)	GV-S60C/12
	Receiver unit (Not Shown)	G6R-R4AS
	Handset (Not Shown)	G6R-H4D



Technical Information

Country	Natural	LPG
AT -Austria	I_{2H} , G20 at 20 mbar	$I_{3P(50)}$, G31 at 50 mbar; $I_{3B/P(50)}$, G30/G31 at 50 mbar
BE -Belgium	I_{2E+} , G20/G25 at 20/25 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
BG -Bulgaria	I_{2H} , G20 at 20 mbar	$I_{3B/P(30)}$, G30/G31 at 30 mbar
CH - Switzerland	I_{2H} , G20 at 20 mbar	$I_{3P(50)}$, G31 at 50 mbar; I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(50)}$, G30/G31 at 50
CY -Cyprus	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
CZ -Czech Republic	I_{2H} , G20 at 20 mbar	$I_{3P(50)}$, G31 at 50 mbar; I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(50)}$, G30/G31 at 50
DE -Germany	I_{2ELL} , G25 at 20 mbar ¹ ; I_{2E} , G20 at 20 mbar	$I_{3P(50)}$, G31 at 50 mbar; $I_{3B/P(50)}$, G30/G31 at 50
DK -Denmark	I_{2H} , G20 at 20 mbar	$I_{3B/P(30)}$, G30/G31 at 30 mbar
EE -Estonia	I_{2H} , G20 at 20 mbar	$I_{3B/P(30)}$, G30/G31 at 30 mbar
ES -Spain	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar
FI -Finland	I_{2H} , G20 at 20 mbar	$I_{3P(30)}$, G31 at 30 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
FR -France	I_{2E+} , G20/G25 at 20/25 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar; $I_{3B/P(50)}$, G30/G31 at 50
GB -United Kingdom	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
GR -Greece	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
HU -Hungary		$I_{3B/P(30)}$, G30/G31 at 30 mbar
HR -Croatia	I_{2H} , G20 at 20 mbar	$I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
IE -Ireland	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar
IS -Iceland		
IT -Italy	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
LT -Lithuania	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
LU -Luxembourg	I_{2E} , G20 at 20 mbar	
LV -Latvia	I_{2H} , G20 at 20 mbar	
MT -Malta		$I_{3B/P(30)}$, G30/G31 at 30 mbar
NL -The Netherlands	I_{2L} , G25 at 25 mbar I_{2EK} , G25.3 at 25 mbar $I_{2(43.46 -45.3 MJ/m^3 (0^{\circ}C))}$, G25.3 at 25 mbar	$I_{3P(50)}$, G31 at 50 mbar; $I_{3P(30)}$, G31 at 30 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
NO -Norway	I_{2H} , G20 at 20 mbar	$I_{3B/P(30)}$, G30/G31 at 30 mbar
PL -Poland	I_{2E} , G20 at 20 mbar	$I_{3P(37)}$, G31 at 37 mbar
PT -Portugal	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar
RO -Romania	I_{2E} , G20 at 20 mbar	$I_{3P(30)}$, G31 at 30 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
SE - Sweden	I_{2H} , G20 at 20 mbar	$I_{3B/P(30)}$, G30/G31 at 30 mbar
SL -Slovenia	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar
SK -Slovakia	I_{2H} , G20 at 20 mbar	$I_{3P(50)}$, G31 at 50 mbar; I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar; $I_{3B/P(50)}$, G30/G31 at 50
TR -Turkey	I_{2H} , G20 at 20 mbar	I_{3+} , G31/G31 at 28/37 mbar; $I_{3P(37)}$, G31 at 37 mbar; $I_{3B/P(30)}$, G30/G31 at 30 mbar

Technical Data

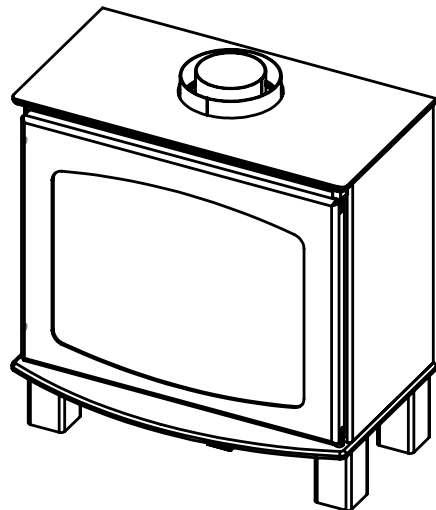
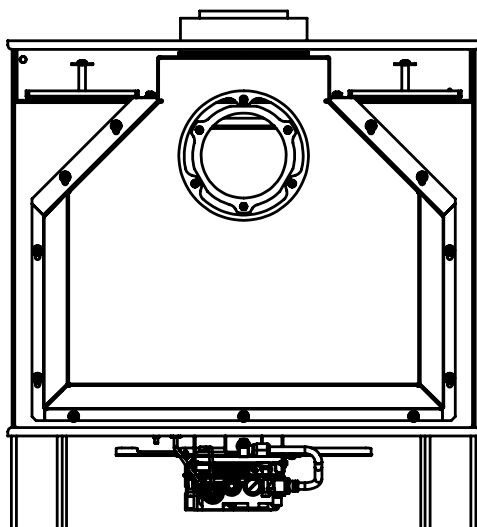
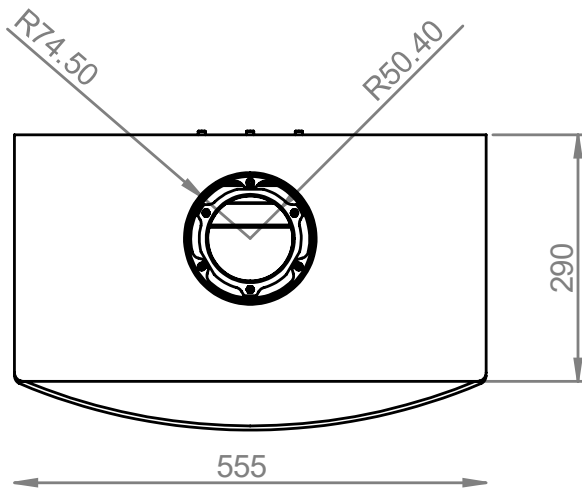
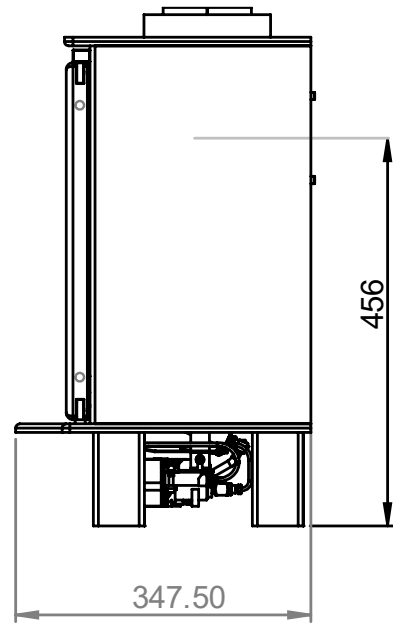
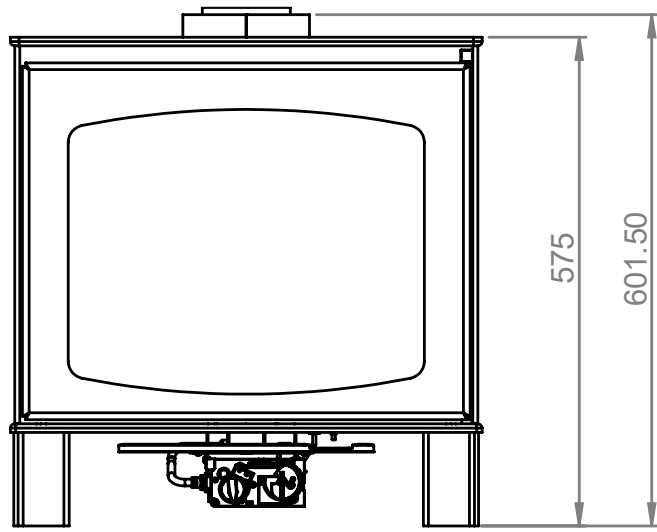
Gas type		G20 I2H,I2E	G20/G25 I2E+	G25/G25.3 I2L/ I2EK I2(43.46 -45.3 MJ/m3 (0°C))	G20/G25 I2ELL
Supply Pressure	Mbar	20	20 / 25	25	20
Nominal Heat Input Gross (Hs)	kW	8.0	8 / 7.4	7.4	7.0
Nominal Heat Input Nett (Hi)	kW	7.1	7.1 / 6.6	6.6	6.3
Consumption	m ³ /hr	0.76	0.76 / 0.81	0.81	0.75
Burner Pressure (hot)	mbar	13.5	13.5 / 17.4	17.4	13.4
Injector Marking		560			
Pilot		G30-ZP2-312 (31.2 inj)			
Efficiency Class		1			
Nox Class		5			
Type		C11 / C31			

Gas type		G30/G31 I3B/P(30)	G30/G31 I3+	G31 I3P(50)	G31 I3P(37)	G31 I3P(30)
Supply Pressure	mbar	30	30 / 37	50	37	30
Nominal Heat Input Gross (Hs)	kW	7.6	7.6	7.6	7.6	6.8
Nominal Heat Input Nett (Hi)	kW	7	7	7	7	6.1
Consumption	m ³ /hr	0.22	0.22 / 0.29	0.29	0.29	0.243
Burner Pressure (hot)	mbar	27	27 / 36	36	36	28
Injector Marking		180				
Pilot		G30-ZP2-271 (27.1 inj)				
Efficiency Class		1				
NOx Class		5				
Type		C11 / C31				

This product has been tested and certified for use on Biopropane Gas.

Biopropane Gas can be used as a fuel, with no adjustment necessary if the product is installed as an LPG version.

Dimensions - Wychwood



Servicing

Turn the appliance OFF and isolate the gas supply. Ensure the appliance is fully cold before attempting to start servicing the appliance. No liability can be accepted by ACR for injury caused by burning or scolding by a hot appliance.

A suggested procedure for servicing is listed below

- A. Lay out dust sheet on flooring, mask off any special fireplace materials.
- B. Remove the door lock.
- C. Open the front door assembly.
- D. Carefully remove the ceramic components (including embers).
- E. Use a vacuum cleaner to clean the top of the burners and aeriated base
- F. Remove perforated grate
- G. Using a vacuum cleaner, fully clean the burner.
- H. Use the vacuum cleaner and a soft brush to clean the pilot assembly and injectors. Never modify or bend the thermocouple
- I. Turn on the gas supply and check for leaks, check the burners and pilot for good condition and operation
- J. Replace perforated grate.
- K. Replace the fire bed arrangements
- L. Check door rope seals
- M. Close front door & lock using the grub screws
- N. Check the flue system and terminal, making sure that their terminal vent is fully clear
- O. Light the appliance and test setting pressures
- P. Check the safe operation of the appliance

Cleaning the Ceramics

Remove the ceramics as detailed in A - D above.

Gently clean the ceramics in the open air, using a soft brush and a vacuum cleaner. Where necessary replace damaged components only with genuine ACR specified parts. Seal any scrap ceramics in plastic bags and dispose at proper refuse sites. When using a vacuum cleaner, it is recommended that one with a HEPA filtering system is used.

Re-fit the fire bed arrangement, re-seal the appliance and check the safe operation of the appliance.

Servicing the Burners

Remove the ceramics as detailed in A - D above.

The pilot is now clearly visible, the pilot, including the thermocouple, can be replaced/serviced by removing raising the pilot assembly from its mounting. This is done by removing the two screws on the surface of the pilot. The fittings on the under-side of the pilot can be un-done using a 10mm spanner where appropriate.

To access the main burner injectors, the burner base units must be removed. This is done by removing the four bolts (M6, 10mm spanner) holding the burner in. With these four bolts removed, the burner base can be raised up through the firebox, and the injectors can be easily accessed.

When replacing any parts use only original ACR specified parts.

Annual Service Record

Annual Service Record Year 1	Annual Service Record Year 2
Gas Safe Registered Engineer:	Gas Safe Registered Engineer:
Contact No:	Contact No:
Gas Safe Register No:	Gas Safe Register No:
Date of Service:	Date of Service:
Door Seal replaced:	Door Seal replaced:

Annual Service Record Year 3	Annual Service Record Year 4
Gas Safe Registered Engineer:	Gas Safe Registered Engineer:
Contact No:	Contact No:
Gas Safe Register No:	Gas Safe Register No:
Date of Service:	Date of Service:
Door Seal replaced:	Door Seal replaced:

Annual Service Record

Annual Service Record Year 5	Annual Service Record Year 6
Gas Safe Registered Engineer:	Gas Safe Registered Engineer:
Contact No:	Contact No:
Gas Safe Register No:	Gas Safe Register No:
Date of Service:	Date of Service:
Door Seal replaced:	Door Seal replaced:

Annual Service Record Year 7	Annual Service Record Year 8
Gas Safe Registered Engineer:	Gas Safe Registered Engineer:
Contact No:	Contact No:
Gas Safe Register No:	Gas Safe Register No:
Date of Service:	Date of Service:
Door Seal replaced:	Door Seal replaced:

Warranty – 3 Year Warranty

With the aim of constantly improving our products, all modifications considered necessary may be made without notice.

This manual is correct at time of printing.

Our appliances are guaranteed against faults and hidden defects subject to the following conditions:

- The appliance must have been installed by a registered competent Gas Safe installer.
- The appliance must be installed and operated in accordance with our instruction manual.
- The appliance must be serviced annually by a Gas Safe Engineer & recorded in the manual.
- All Stoves are covered by a 3 year warranty which covers the burner and all stove body castings / stove body steel panels. It does not include consumable items such as glass, door seals, vermiculite panels, baffle plates, grates, thermocouples, oxypilots, fuel effects, batteries, paint finish & internal linings.
- This 3 year warranty is only applicable when the stove is purchased from one of our recommended retailers. If a stove from any of our brands is purchased from a non-recommended retailer then only a 12 month warranty will be applicable as outlined below.
- All stoves are covered by a 1 year warranty when purchased through a non-recommended retailer. The warranty covers the stove body castings only and does not include consumable items such as glass, door seals, vermiculite panels, baffle plates, grates, thermocouples, oxypilots, fuel effects, batteries, paint finish & internal linings.
- The warranty does not cover damage caused by unauthorised modifications, use or repair
- The warranty does not include removal or reinstallation costs, or consequential losses related to associated products not supplied by ACR.
- The warranty does not cover damage caused through incorrect storage of product eg. damp or unheated areas.
- The warranty does not cover faults, damage or defects caused by environmental conditions such as salt air, flue defects & draught problems.
- Your statutory rights are not affected by this warranty.
- Any replacement parts fitted to the appliance must be genuine ACR parts. The fitting of non – genuine parts will invalidate the warranty.
- The specifications within this document are provided for information purposes only and are under no circumstances binding.
- Full warranty information can be viewed on our website www.acrheatproducts.com/warranties

Warranty Claim Form

In the unlikely event of a warranty claim, please complete the below claim form and return it to your supplying dealer:

Customer Name:

Customer Address:

Postcode:

Daytime Tel: Mobile Tel:

Model Name: Model Number:

Serial Number: Date of purchase:

Date of installation:

Installer's Name and address:

Installer's Registration Number:

Dealer Name and address:



ACR Heat Products

Unit 1 Weston Works, Weston Lane,
Birmingham, West Midlands,
UK, B11 3RP

Tel: 0121 706 8266

Website: www.acrheatproducts.com

Email: enquiries@acrheatproducts.co.uk