

# BAXI FIRES DIVISION

## INSTALLER AND OWNER GUIDE

### Model 827

#### Electric Heater

Fitted with one of the following fascia

Adage,  
Anthem,  
Bolero,  
Decadent,  
Dream,  
Eternal,  
Fusion,  
Minima,  
Obsession,  
Style,  
Victorian or  
Westminster.



This guide is intended to help you install and care for your electric heater. Please read carefully before installing and using your heater. However, if further information is required, our **Baxi Fires Division Technical Helpline** will be pleased to help.

Telephone **08706 061 065** (National call rates apply in the United Kingdom)

In the Republic of Ireland telephone **0044 8706 061 065**.

**Important: Please keep your guide in a safe place for future reference**

# BAXI ● VALOR ● WONDERFIRE

# INSTALLER AND OWNER GUIDE

## **Safety First.**

Baxi Fires Division fires are CE Approved and designed to meet the appropriate British Standards and Safety Marks.



## **Quality and Excellence.**

All Baxi Fires Division heaters are manufactured to the highest standards of quality and excellence and are manufactured under a BS EN ISO 9001 quality system accepted by the British Standards Institute.



# CUSTOMER CARE

## **Thank you for choosing Baxi Fires Division**

All Baxi Fires Division heaters are designed to meet the most stringent quality, performance and safety requirements to provide our customers with many years of trouble free service. This guide aims to improve your understanding and appreciation of your new heater, by providing simple and informative instructions to enable you to install it and to ensure that you benefit from the excellent performance and features it has to offer.

If you require further assistance, the Baxi Fires Division Technical Helpline will be pleased to help.

Please telephone **08706 061 065** (local rates apply in the United Kingdom).

In the Republic of Ireland telephone **0044 8706 061 065**.

FOR OTHER USEFUL TELEPHONE NUMBERS SEE PAGE 16 OF THIS GUIDE

Baxi Fires Division, Erdington, Birmingham B24 9QP

# B A X I F I R E S D I V I S I O N

[www.firesandstoves.co.uk](http://www.firesandstoves.co.uk)

Because our policy is one of constant development and improvement, details may vary slightly from those given in this publication

# INSTALLER AND OWNER GUIDE

## HANDLING AND UNPACKING

Before continuing any further with the installation of this heater please read the following:

### Unpacking the Dream and Bolero heater.

This heater has a fascia which is heavy (13.35 kG).

To avoid damage it is packed in a separate box within the main box.

When unpacking it is important that the box containing the fascia is removed before the main body of the heater. This is to prevent the main box tipping over and causing damage or injury.

### Important safety instructions.

- The lifting weights of the heater parts are listed below: -

<u>Heater</u>	<u>Heat engine (kG)</u>	<u>Complete Fascia (kG)</u>	<u>Spacer (kG)</u>
Adage	6.8	2.16	2.3
Anthem	6.8	0.62	2.3
Bolero	6.8	13.35	N/A
Decadent	6.8	4.75	2.3
Dream	6.8	13.35	N/A
Eternal	6.8	3.45	2.3
Fusion	6.8	2.16	2.3
Minima	6.8	1.16	2.3
Obsession	6.8	1.28	2.3
Style	6.8	4.2	2.3
Victorian	6.8	5.56	2.3
Westminster	6.8	9.56	2.3

A Spacer is supplied with all of the above heaters except the **Dream** and **Bolero** models. A spacer frame is not available for these models.

- One person should be sufficient to lift the heater. If for any reason this weight is considered too heavy then obtain assistance.
- When lifting always keep your back straight. Bend your legs and not your back.
- Avoid twisting at the waist. It is better to reposition your feet.
- Avoid upper body/top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways whilst handling the heater.
- Always grip with the palm of the hand. Do not use the tips of fingers for support.
- Always keep the heater as close to the body as possible. This will minimise the cantilever action.
- Use gloves to provide additional grip.

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- Always use assistance if required.

## Always

- **Always** install the heater in accordance with this guide. If in doubt obtain expert advice.
- **Always** make sure the electrical socket is accessible and located adjacent to, but not above the heater.
- **Always** disconnect the heater from the electrical supply before carrying out cleaning, maintenance or replacing the light bulbs.
- **Always** make sure the heater is firmly secured to prevent it from being tipped over.
- **Always** use a fireguard when young children and infirm persons can come into contact with the heater.
- **Always** use genuine Baxi Fires Division spare parts.

## Never

- **Never** leave children unsupervised in a room where the heater is ON and unguarded.
- **Never** obstruct or cover the fan outlet or force items into heater openings.
- **Never** install or use the heater anywhere where water is in use, i.e. Bathrooms, Kitchens, Shower Rooms, Swimming Pools etc.
- **Never** use aerosols or steam cleaners on or around the heater.
- **Never** route the electric supply cable under carpet etc.
- **Never** install the heater close to curtains or combustible materials.
- **Never** use the heater to dry clothes etc.
- **Never** sit or stand on the heater.

## FITTING THE HEATER

**The installation of this heater requires a reasonable level of DIY skills. Please read this guide thoroughly before commencing installation and if in doubt, seek help from a competent person.**

### **Do I need any tools?**

1. Depending upon the chosen method of installation you may need the following screwdrivers: -

- **A Pozidrive / Phillips / cross head.** This should have a number 2 size tip.
- **A Flat end.**

2. If drilling into brickwork you will need a power drill (preferably with hammer action) and appropriate size drill bit for the wall plugs supplied.

# INSTALLER AND OWNER GUIDE

## Where can I fit the heater?

This heater can be fitted into fireplaces or surrounds where the following dimensions are available.

Width	400mm - 450 mm (15.35 inches - 17.72 inches)
Height	555mm - 590 mm (21.9 inches - 23.2 inches)
Depth	At least 75mm (At least 3 inches)

On models with fascia that are not held in place with magnets there should be at least 30mm (1.2 inches) clearance between the top of the fascia and anything such as a shelf, fireplace surround or mantel etc. This will allow the fascia to be lifted off or removed during servicing. To check this gently place the fascia against the surface to which it is to be fixed. Measure the distance from the top of the fascia.

Using the 75mm (3 inch) spacer kit supplied, the heater can also be used where a fireplace opening or fireplace surround opening are not available i.e. a flat wall. The **Dream** and **Bolero** heaters do not have the 75mm (3 inch) spacer and **cannot** be used against flat walls unless fitted to a rebated surround or suite.

## Important electrical safety.

The heater must **not** be located in front of or under an electrical socket, the socket must always be accessible in order to disconnect the heater from the electrical supply for maintenance and cleaning.

### Important! This heater must be earthed.

- The heater is supplied with a 3 pin 13 Amp fused re-wireable plug with 1mm<sup>2</sup> 3 core cable.
- The wires in the cable are coloured in accordance with the following code: -
  - Live = Brown
  - Neutral = Blue
  - Earth = Green / Yellow
- The electric cable must be safely routed from the heater to an electrical socket.

## Moving the cable guide.

At the base of the heater you will find an electric cable which runs through a rectangular plastic cable guide. As supplied the cable guide is fitted into the rectangular cut-out on the right side of the heater. If required, the cable guide can be removed and put in the rectangular slot in the centre or left hand side of the heater. For removal and fitting please see the following sections.

# INSTALLER AND OWNER GUIDE

## Removing the cable guide

1. Before removing the cable guide please note that the wider part of the cable guide is on the outer edge of the base (See figure 1- Item 1).
2. To remove the cable guide push and lift the tab on the bottom. The bottom of the cable guide will open (See figure 1- Item 2).
3. Lift the electric cable clear of the cable guide.
4. Hold the bottom of the cable guide close to the heater then gently pull the cable guide away from the rectangular slot (See figure 1- Item 3).

## Fitting the cable guide.

When fitting the cable guide please remember that the wider part of the cable guide has to be fitted against the outer edge of the base (See figure 1- Item 1).

1. Gently pinch the sides of the cable guide (See figure 1 - Item 4) and push the cable guide into the required rectangular slot.
2. Place the electrical cable into the guide and close the top of the cable guide.

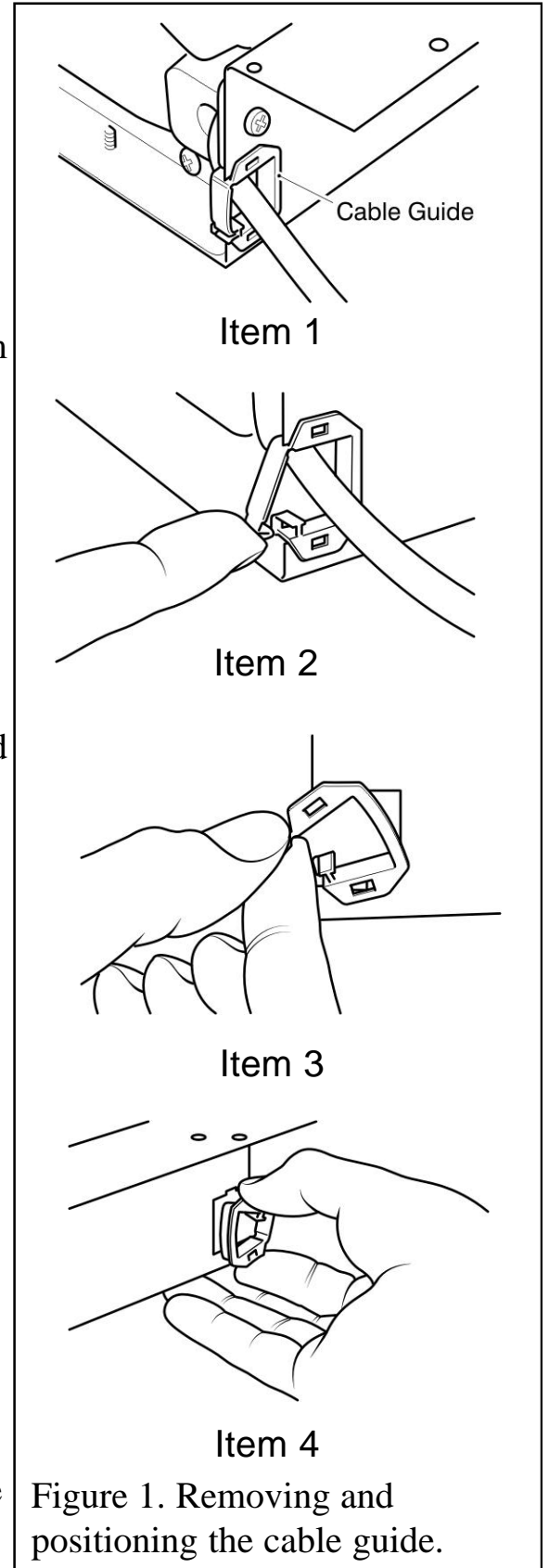
If the electric cable is damaged, to avoid a hazard it must be replaced by a Baxi Fires Division authorised service agent, or similarly qualified person (See the last page of this guide for useful telephone numbers).

All external wiring between the heater and the electrical supply shall comply with current IEE regulations.

## Removing the fascia

### Decadent, Eternal, Obsession and Victorian heaters.

1. Remove the two fascia securing screws (See figure 2). Remove the front fascia by gently pulling the base of the fascia forward whilst lifting clear of the support brackets at the top of the heater (See figure 2).
2. Keep the fascia in a safe place while installing the heater



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## Adage heaters.

1. Very strong magnets attach the fascia to the heater. Support the rear of the heater and gently pull the fascia forward (See figure 3).
2. Keep the fascia in a safe place while installing the heater.

## Anthem, Bolero, Dream, Fusion, Minima, Style and Westminster heaters.

The fascia is supplied in separate packaging within the main box.

## Heater fixing.

All fixings supplied with the heater have been identified in figure 4.

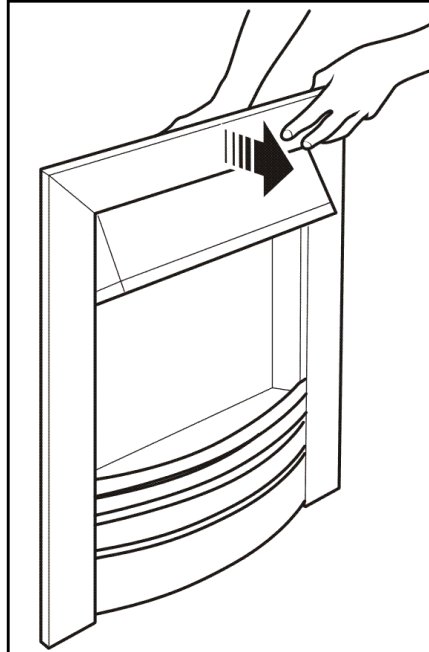


Figure 3. Removal of Adage and Fusion fascia.

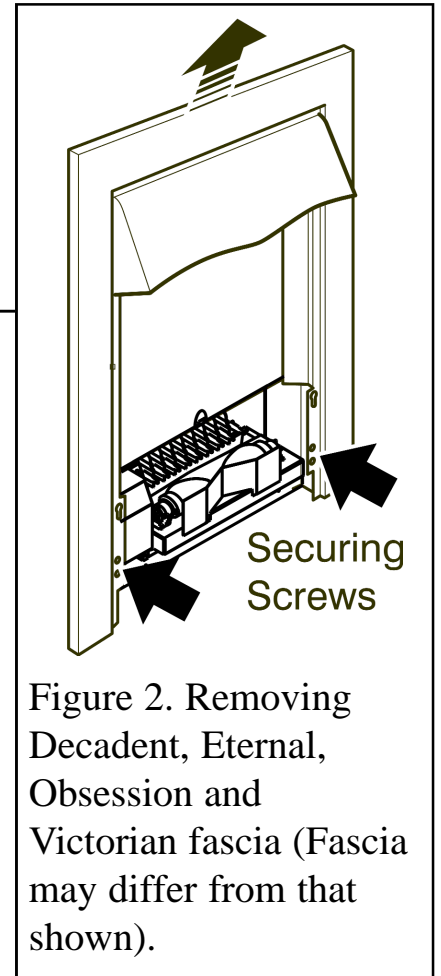


Figure 2. Removing Decadent, Eternal, Obsession and Victorian fascia (Fascia may differ from that shown).

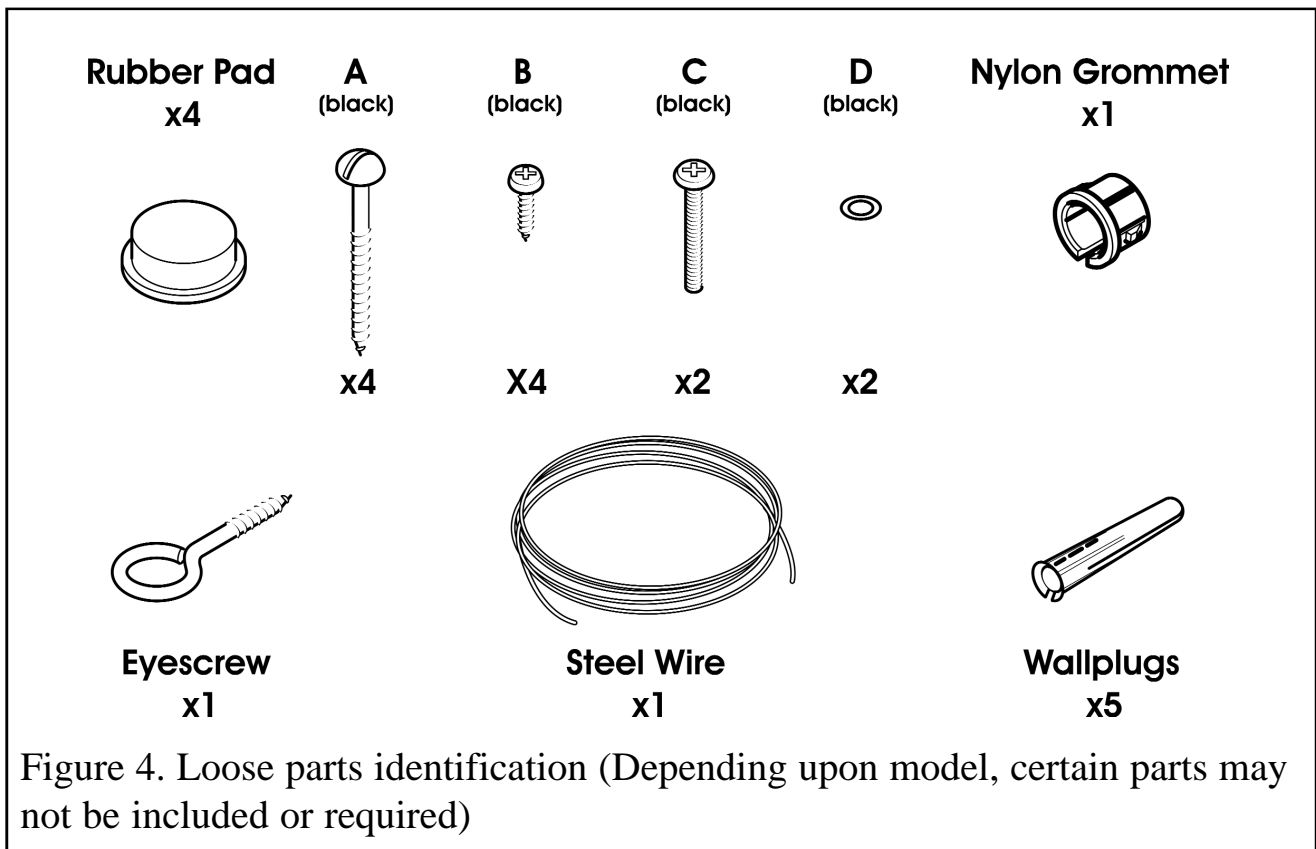


Figure 4. Loose parts identification (Depending upon model, certain parts may not be included or required)

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**The heater must be fixed into position to prevent it from being tipped over**

The following fixing options are available:

Screw Fixing

Wire Fixing

Spacer Frame (Not available on **Dream** and **Bolero** models)

If fitting the heater into a fireplace or surround opening, try the heater in the opening to ensure that it will fit.

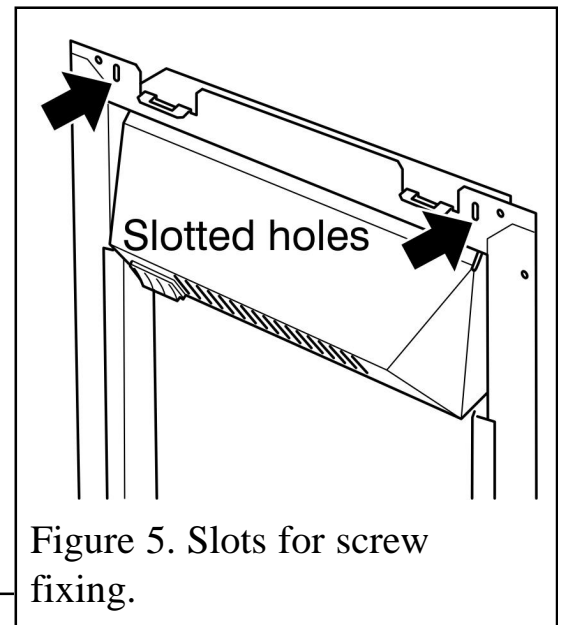
If fitting the heater onto a decorative hearth surface such as marble or tile it is advisable to protect the hearth surface. Do not drag the heater across the surface of the hearth as this may scratch the hearth surface.

## Method A - Screw fixing.

Note - If fixing to marble it is recommended that Method B - 'Wire fixing' is used.

Drilling marble without the correct tools and experience may result in the marble cracking.

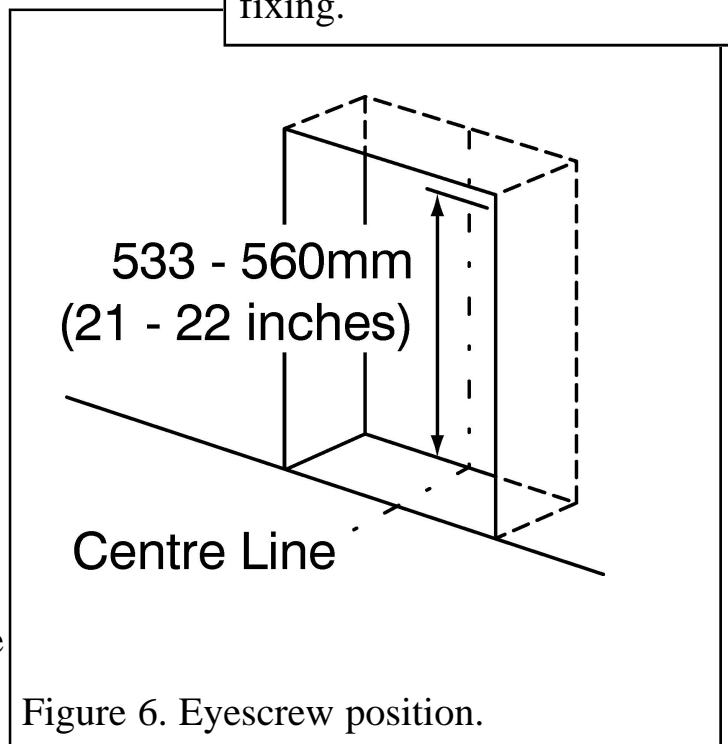
1. Place the heater into the fireplace or surround opening. Make sure that the heater is in the middle of the surround or fireplace.
2. There are two slotted holes in the top of the heater (See figure 5). Mark through the slotted holes so that their position is clear when the heater is removed.
3. Remove the heater
4. Drill an appropriate size hole in each of the marked positions. Insert wall plugs into the drilled holes.
5. Place the heater so that the slotted holes are in line with the wall plugs in the fixing surface.
6. Screw and secure the heater with two 'A' screws (See figure 4).



## Method B - Wire fix.

This method of fixing needs a fireplace opening and is recommended when fixing the heater to a marble surround or where the wall or brickwork is in poor condition.

1. The fixing kit supplied with the heater includes a steel wire and eyescrew (See figure 4). These can be used to secure the heater to the back of a fireplace opening.





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2. Mark the eyescrew position on the centre line at the back of the fireplace opening and at a height of 533-560mm (21 inches - 22 inches) (See figure 6).
3. Drill an appropriate size hole in the marked position.
4. Insert a wall plug into the drilled hole.
5. Screw the eyescrew into the wall plug.
6. Position the heater in front of the fireplace opening.
7. At the top of the heater there are four small holes, two each side of the heater (See figure 7- Item 1). From the front of the heater, thread about 50mm ( 2 inches) of the steel wire into the inside small hole on the left side of the heater (See figure 7 - item 2).
8. Thread the other end of the wire through the remaining small hole on the left hand side of the heater. Continue to push the wire through this hole until there is only a small loop of wire at the front of the heater (See figure 7 - item 3).
9. At the back of the heater there will be a long piece and a short piece of wire coming through the two holes. Hold the short piece and give the long piece a gentle tug. This will secure the steel wire. Take the long piece and thread this through the eyescrew in the back of the fireplace opening (See figure 7 - item 4).
10. From the back of the heater thread the long piece of steel wire through the outer small hole on the right hand side of the heater (See figure 7 - item 5).
11. Locate the heater in the fireplace opening, then from the front of the heater, gently pull the steel wire on the right hand side to gather up the excess until the heater is secure. Thread the wire through the remaining small hole to lock the wire and heater in place (See figure 7 - item 6).

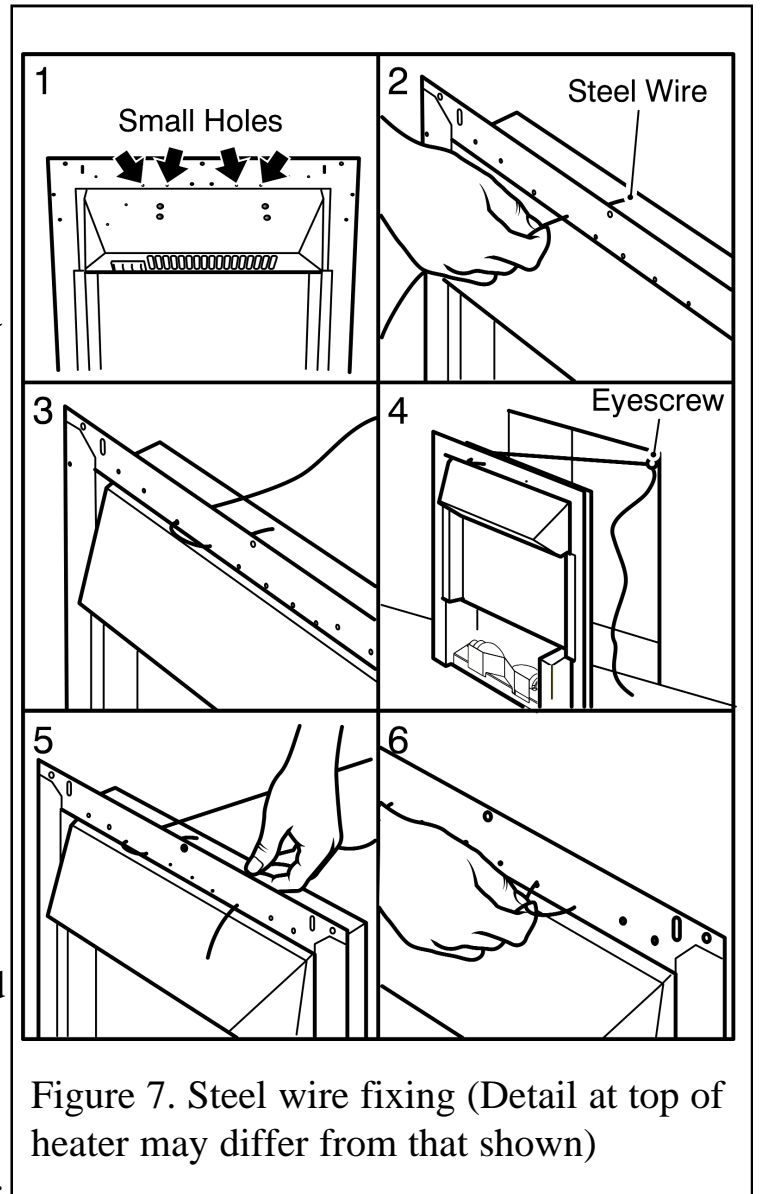


Figure 7. Steel wire fixing (Detail at top of heater may differ from that shown)

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## Method C - Spacer Frame

The spacer frame is for use during installations where a chimney recess or rebated fire surround are not available. For your safety the frame and heater must be securely fixed to the rear wall.

### Fitting the spacer frame (Not available for Bolero and Dream models).

1. On **Adage, Anthem, Minima, Obsession, Style and Westminster** models fit the four self adhesive rubber pads to the rear of the spacer frame. They should be located on the rear of the vertical legs as in figure 8. Note that the rear of the spacer has two screw location slots in the top flange.

2. Position the spacer frame against the wall. Ensure that the spacer frame is central to the fireplace.

3. The top rear flange of the spacer frame has two screw locations. Mark the positions of the two screw locations on the rear wall (See figure 9).

4. Remove the spacer frame from the fireplace and place away from the work area.

5. Drill the screw locations using a no. 12 masonry drill bit.

6. Insert two wall plugs provided into the holes.

7. Insert an 'A' screw into each hole and screw in until there is approximately 6mm of screw protruding from the wall.

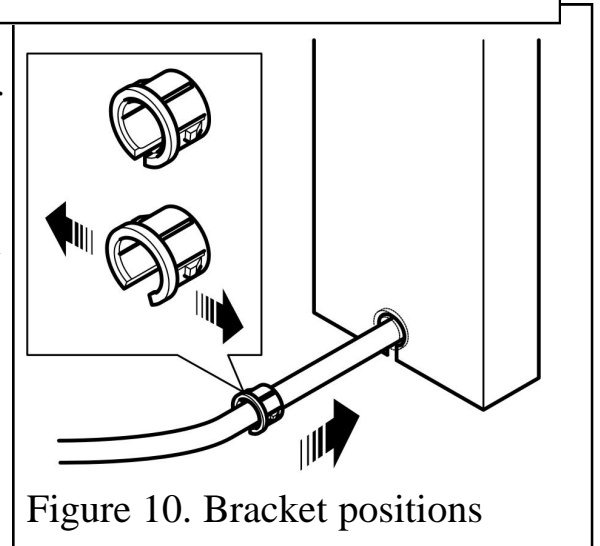
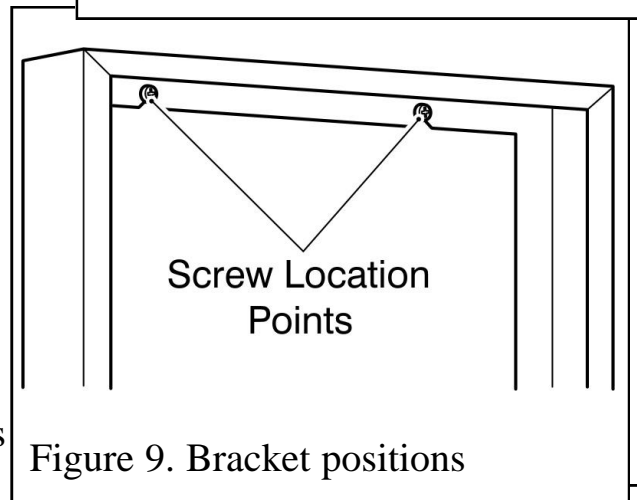
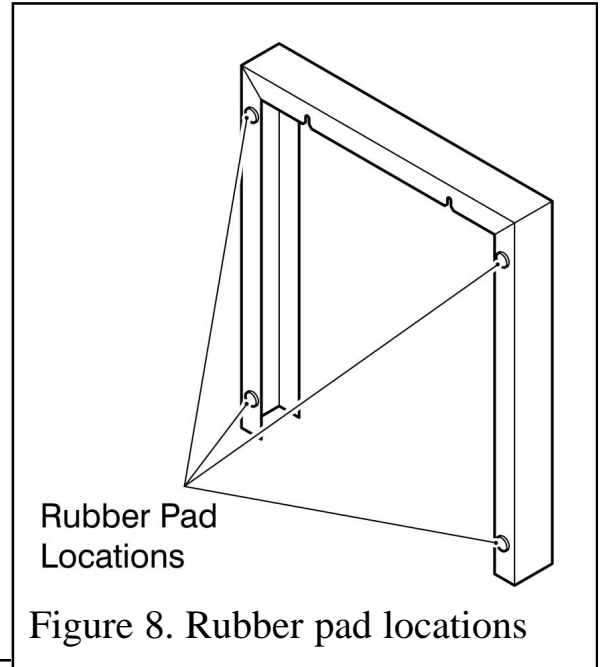
### Preparing the heater for installation.

1. Ensure that the decorative front surround has been removed from the heater as described earlier in this guide.

2. Using the four 'B' screws provided, fix the heater to the spacer frame.

3. There is a supply cable slot on both sides of the spacer frame. It is located at the base. Decide which side to pass the supply cable through. The nylon grommet supplied has a slot along its length. Fit the grommet to the mains cable with the flange edge positioned away from the fire (See figure 10).

4. Position the supply cable in the spacer frame slot  
5. Slide the nylon grommet along the supply cable



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towards the heater. When the grommet reaches the slot, push it into the slot up to its flange (See figure 10).

## Fitting the heater.

1. Locate the spacer frame and heater over the screw heads ensuring a tight fit. If the fit is loose, remove the spacer frame and heater from the wall. Tighten the wall screws slightly and reposition the spacer frame and heater.

## The Copper Reflector.

### What is the Copper Reflector?

The Copper Reflector is the copper coloured plate that sits in front of the light bulbs. It is not fitted to the heater but supplied loose in the pack.

### What is it for?

It enhances the appearance of the flame effect. It is made removeable in order to access the light bulbs.

### How do I remove and fit it?

It simply drops into the shaped slot in front of the light bulbs (See figure 11). Remove any protective film before use.

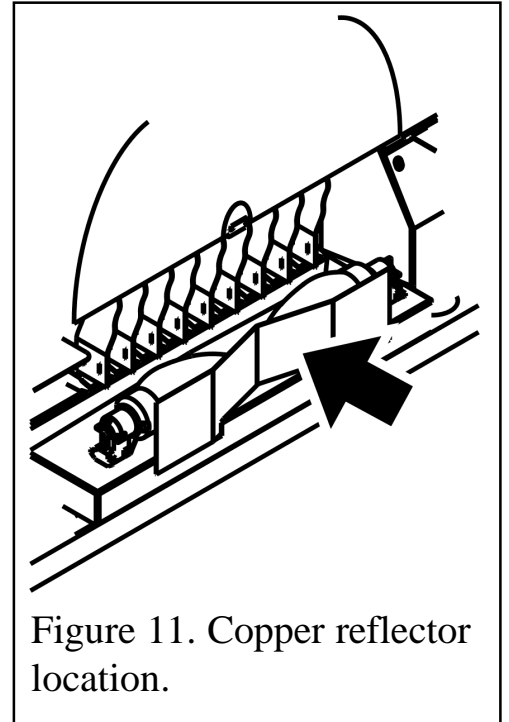


Figure 11. Copper reflector location.

## Fitting the Fascia

### Important notes.

1. The coal pieces supplied are a natural material. Occasionally it will be necessary to reduce the size of the coal pieces. To do this place them inside a plastic bag, place on a suitable hard surface and tap gently with a small hammer or similar tool.
2. **The pebbles and coals are for decorative purposes only. There is a choke risk to young children. Make sure they cannot gain access to them.**

### Fitting the Adage fascia.

1. Removing the fascia may have moved the magnets used to fix the fascia to the heater. There should be a magnet on each of the four raised tabs on the rear of the fascia (See figure 12).

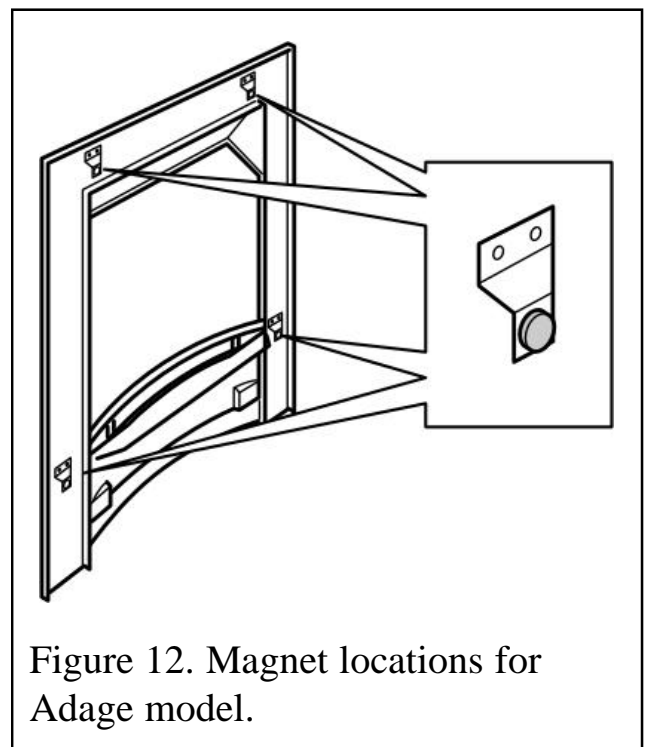


Figure 12. Magnet locations for Adage model.

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2. Locate the fascia onto the heater. Ensure that the sides of the fascia sit on the floor / hearth.
3. Place the loose coals / pebbles onto the fuel support (a glove is provided with the coal pack). It is not necessary to use all the fuel effect pieces supplied.

## Fitting the Fusion fascia.

1. Removing the fascia may have moved the magnets used to fix the fascia to the heater. The magnets should be located as in figure 13.
2. Locate the fascia onto the heater. Ensure that the sides of the fascia sit on the floor / hearth.
3. Place the loose coals / pebbles onto the fuel support (a glove is provided with the coal pack). It is not necessary to use all the fuel effect pieces supplied.

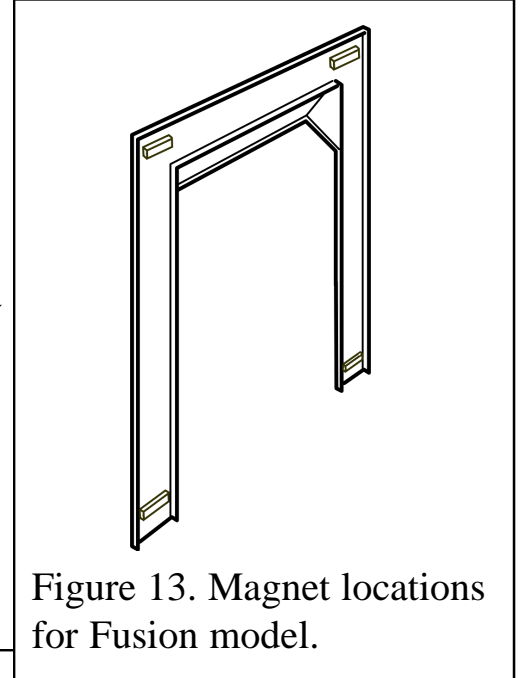


Figure 13. Magnet locations for Fusion model.

## Fitting the Decadent, Eternal, Obsession, Victorian and Westminster fascia.

1. Hook the brackets on the rear of the fascia over the brackets on the heater (See figure 14).
2. Secure with the two screws removed previously (On the **Westminster** model the two 'C' screws are in the loose parts pack).
3. Fit the firefronts as below:

### **Decadent, Eternal, Obsession and Victorian models.**

The rear of the firefront has two screws that locate into 'keyhole' brackets on the heater (See figure 15). (On Victorian models screw the brass firefront columns supplied with the firefront into the top of the firefront).

### **Westminster model.**

The rear of the firefront has four brackets that locate into slotted brackets on the heater.

4. For models supplied with ash pans (The lower part of the firefront) place the ash pan in position.
5. Place the loose coals or pebbles onto the fuel support (a glove is provided with the coal pack). It is not necessary to use all the coal or pebbles supplied.

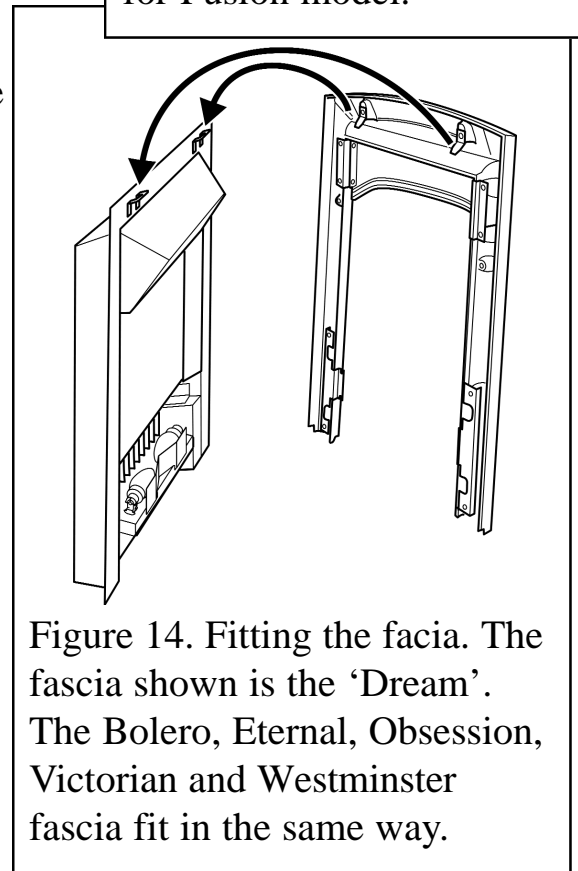


Figure 14. Fitting the fascia. The fascia shown is the 'Dream'. The Bolero, Eternal, Obsession, Victorian and Westminster fascia fit in the same way.

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## Fitting the Bolero and Dream fascia.

1. Fit the fascia to the heater by hooking the brackets on the rear of the fascia over the brackets on the heater (See figure 14).
2. Secure the fascia to the heater with 2 off screws 'C' and 2 off washers 'D' (See figure 4) through the holes in the lower side legs of the fascia.
3. Hook the firefront on to the fascia as in figure 15.
4. Position the ash pan cover beneath the firefront.
5. Place the loose coals onto the top of the fuel support (a glove is provided with the coal pack). It is not necessary to use all the coal supplied.

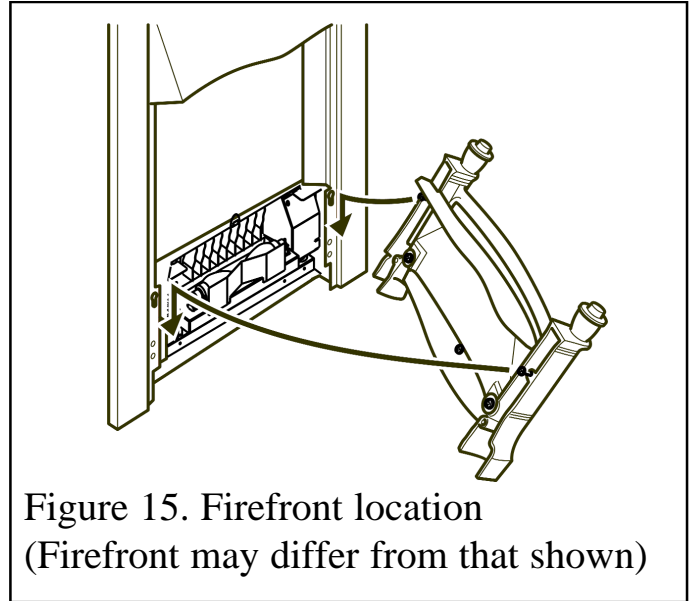


Figure 15. Firefront location  
(Firefront may differ from that shown)

## Fitting the Anthem, Minima and Style fascia.

The Anthem, Minima and Style fascia consist of three parts. Two sides and a top. These are held in place with four magnets.

1. Lay the three fascia parts face down on a flat surface as in figure 15. Each side trim has a small tab at the top. Position the tab to the outside upper edge (See figure 16).
2. Locate the left-hand-side-trim tab into the slot / fold along the upper edge of the top trim (See figure 16).
3. Locate the right-hand-side-trim tab into the slot / fold along the upper edge of the top trim (See figure 16).

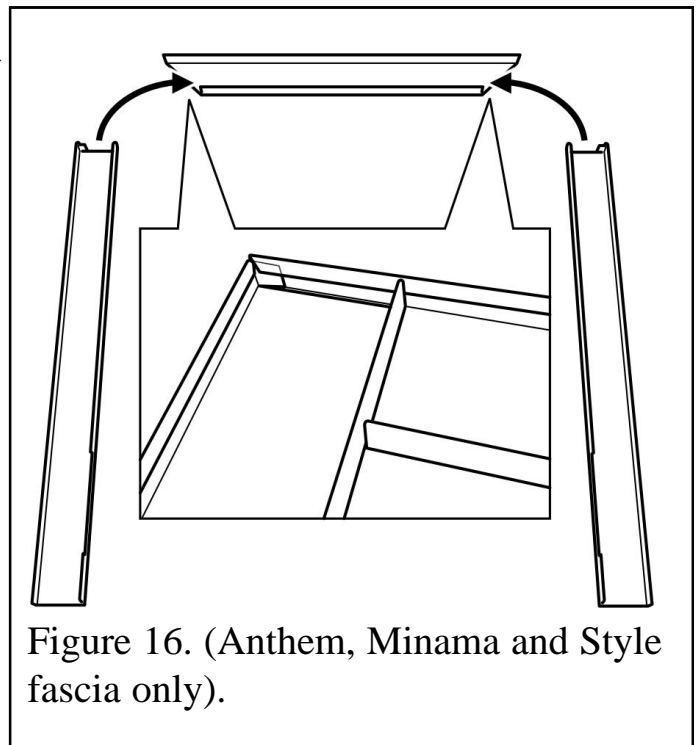


Figure 16. (Anthem, Minima and Style fascia only).

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4. Locate the four magnets on the side trims as in figure 17. Note that bottom edge of the the upper magnets are in line with the bottom of the top trim.

5. Lift the trims at the top outer edges. This will keep the trims together. Locate the trims to the heater as in figure 18.

6. Fit the firefronts as below:

**Style** model.

The rear of the firefront has two brackets that locate into slotted brackets on the heater.

**Minima** model.

The rear of the firefront has two slotted brackets that locate into slotted brackets on the heater.

**Anthem** model.

Place the firefront in a central position against the fascia.

7. Place the loose pebbles / coals on top of the fuel support. It is not necessary to use all the pebbles / coals supplied.

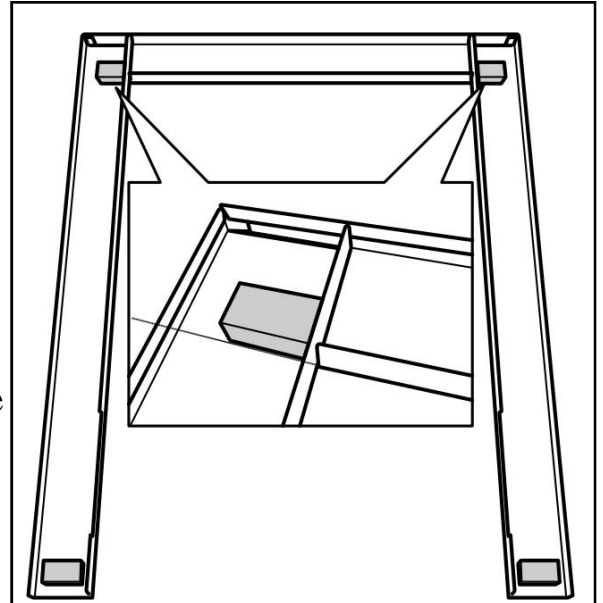


Figure 17. (Anthem, Minima and Style fascia only).

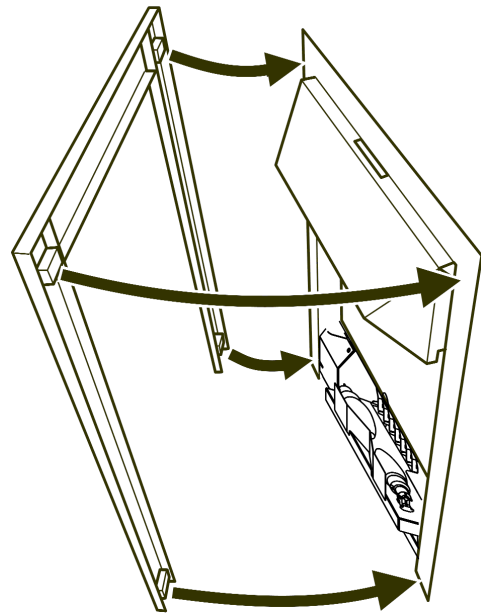


Figure 18. (Anthem, Minima and Style fascia only).

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## USING THE HEATER

### Important Safety

Never cover the heater or obstruct the openings at the base of the heater, this could cause overheating and consequent risk of fire.

### What are the three switches for?

The heater is operated by three switches located below the hood on the left hand side of the heater.

Switch 1 =  Main On - Off

In the On position only the fuel effect operates

Switch 2 =  1kW fan heat setting and fuel effect

Switch 3 =  2kW fan heat setting and fuel effect

The switches are connected on the inside, so when switch 1 is turned off, all switches turn off.

## CLEANING AND MAINTAINING THE HEATER

### How do I clean my heater?

The heater fascia and glass parts need only to be wiped clean with a dry soft cloth, do not use polishes or abrasive materials. The Adage and Anthem heaters may have finger prints on the fascia surface. These can be removed by applying a small amount of 'baby oil' to a lint free non-abrasive cloth and wiping the surface. Use a clean cloth to remove the oil.

### I have a problem with my heater!

#### Important Safety

Before undertaking maintenance or replacing the light bulb(s) always disconnect the heater from the electricity supply by removing the 3 pin plug and allowing the heater to cool completely.

#### 1. My heater is on but there is no light or the light appears brighter on one side of the heater.

This is possibly a light bulb failure. Remove the light bulb(s) as follows and check it / them in a table lamp that is known to work. If it / they do not work in the table lamp

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then replace as below.

The light bulbs fitted to this heater are standard clear 40W max. E14 candle lamps, but due to the indeterminate life span and ease of replacement, they are specifically excluded from the guarantee.

## To replace the light bulb(s).

1. To gain access to the light bulb, remove the loose coals / pebbles from the fuel support and place them onto an old newspaper or plastic bag. This will prevent them from marking the surface.
2. Remove the firefront, (On the Adage and Fusion heaters it will be necessary to remove the whole fascia), see figure 3 and the section headed “Removing the fascia”. On the Fusion model the fuel support can be removed from the heater by removing four screws (See figure 19).
3. Lift out the copper reflector plate (See figure 11).
4. Replace the light bulb with a clear 40 Watt (maximum) candle, Edison screw, SES E14.
5. Refit the copper reflector plate. Refit the firefront / fascia and refit the coals / pebbles.

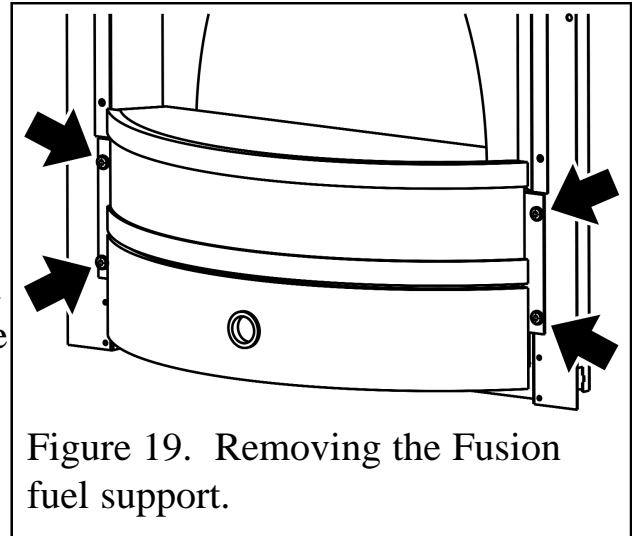


Figure 19. Removing the Fusion fuel support.

## 2. My heater is on but there is no light or heat.

The first thing to do is check the wall socket. To do this plug in a known working appliance. If the appliance you have plugged in works then there is a good chance that the problem lies with the 13Amp fuse in the heater plug. If either fuse or socket is suspected, have them checked by an electrician.

## 3. My heater is on but there is no heat.

A cut out device is fitted to the heater to prevent damage due to over heating. If it operates due to an obstruction in the airflow, the heater must be turned off and allowed to cool for 15 minutes and the obstruction removed before restarting.



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## 4. I Have a problem that is different to those in the previous examples 1- 3.

Following is a list of useful telephone numbers

For general advice about your heater:

**BAXI FIRES DIVISION TECHNICAL HELPLINE 08706 061 065.**

To report faults or arrange for your heater to be serviced:

**BAXI FIRES DIVISION SERVICE 08706 090 081.**

For sales or product information:

**BAXI FIRES DIVISION SALES 08706 061 067.**

CALLERS IN THE REPUBLIC OF IRELAND

**Call 0044 8706 061 065**

For spares inquiries

**Spare parts are available nationwide via the ‘interpart stockist network’. For your local stockist consult Yellow pages under ‘Central Heating’.**

When ordering spare parts please have the below information available. This will help us to deal with your call quicker and avoid you having to make a second call.

- Your Post Code
- Type of Heater (Electric or gas)
- Model, Name and serial number (This information can be found on a small label attached to the inside lower left of the heater. To see this you will have to remove the firefront (On the Adage and Fusion heaters it will be necessary to remove the whole front fascia)
- The fault, problem or request.

## What should I do when I’m ready to dispose of my heater?

The plug should be removed from the mains supply cable and the mains supply cable cut from the heater.

### Environmental Protection.



Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.