

BAXI FIRES DIVISION

INSTALLER AND OWNER GUIDE

Model 831

Electric Heater

fitted with a

Fantasy,

Glamour,

Landscape or

Visia fascia.



This guide is intended to help you install and care for your Baxi Fires Division 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 call **0044 8706 061 065**

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

INSTALLER AND OWNER GUIDE

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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 Baxi Fires Division 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 please telephone **0044 8706 061 065**.

FOR OTHER USEFUL TELEPHONE NUMBERS SEE PAGE 10 OF THIS GUIDE.

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

Baxi Fires Division, Erdington, Birmingham B24 9QP

www.firesandstoves.co.uk

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

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Safety First.

Baxi Fires Division heaters 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.



HANDLING AND UNPACKING

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

Important instructions.

- The approximate lifting weight of the heater is as below:

<u>Model</u>	<u>Heater Body (kg)</u>	<u>Fascia (kg)</u>	<u>Total (kg)</u>
Fantasy	9.6	10.85	20.45
Glamour	9.8	12.5	22.3
Landscape	9.6	10.85	20.45
Visia	9.6	7.4	17.0

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- 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.
- Always use assistance if required.

SAFETY

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 or behind 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 the wall.
- **Always** use a fireguard when young children and infirm persons can come into contact with the heater.
- **Always** use genuine Baxi Fires Division spares.

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 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.
- **Never** fit a shelf or position soft furnishings such as curtains above the heater.

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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?

You will need the following tools: -

- **Pozidrive / Phillips / cross head screwdriver.** This should have a number 2 size tip.
- **Power drill** (Preferably with hammer action). This is only required if drilling into brick work. An appropriate size drill bit will be required for the wall plugs supplied.

Where can I fit the heater?

This heater can be fitted onto a flat wall. Ideally fix the heater through to brick work, block work or the internal wooden frame of a plaster board wall. If the wooden frame behind the plasterboard is not accessible use a minimum of four heavy duty cavity fixings.

We do not recommend that the heater be fitted to a wall covered in blown vinyl wallpaper or polystyrene tiles etc.

It is important that the heater is never fitted under a shelf or soft furnishings such as curtains.

If the heater is to be mounted on to a plasterboard wall that has a wooden frame behind it then the integrity and ability of the wall to carry the weight of the appliance must be confirmed. It is important that any vapour control barrier is not damaged, and that the structural members of the house are not damaged. We recommend a minimum 12mm thick plasterboard.

Model	Fantasy	Glamour	Landscape	Visia
Width (mm)	930	935	930	930
Height (mm)	560	560	560	560
Depth (mm)	151	149	151	149

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.

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Important! This heater must be earthed.

- The heater is supplied with a 3 pin 13 Amp fused re-wireable plug with 1mm² 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 supply must be safely routed from the heater to an electrical socket.

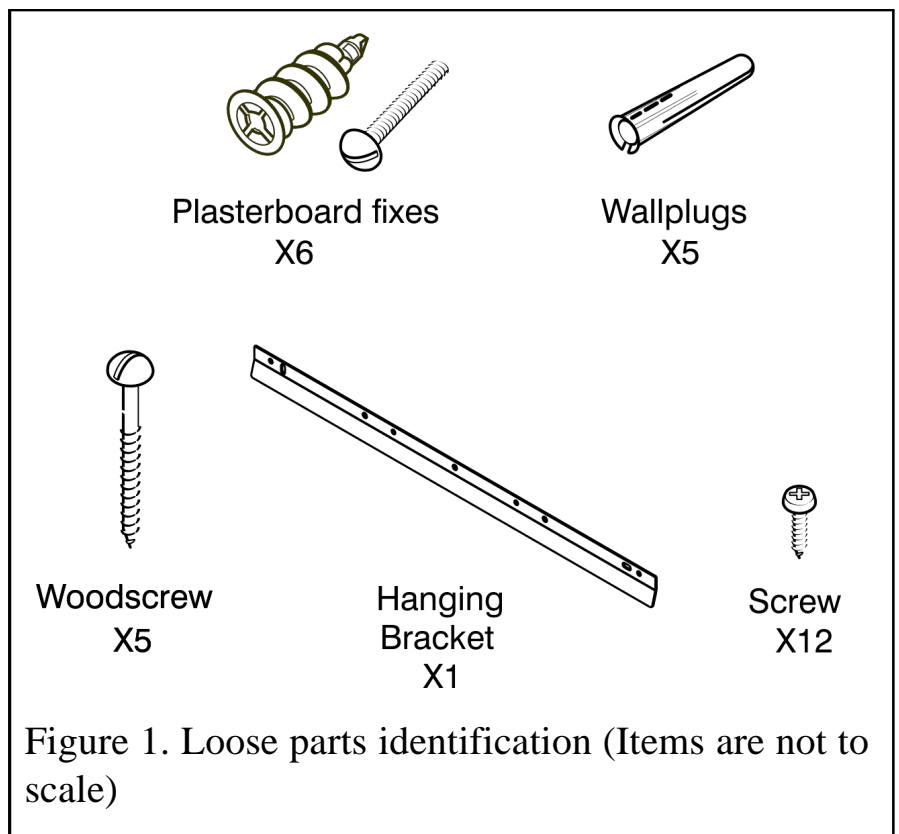
If the electric cable is damaged, to avoid a hazard it must be replaced by a Baxi Fires Division authorised service agent, or similarly qualified person (See page 9). All external wiring between the heater and the electrical supply shall comply with current IEE regulations.

Heater Fixing.

All of the fixings and loose parts supplied with the heater have been identified as in figure 1.

Fitting the heater.

- Decide the location of the heater. It is important that the heater is never fitted under a shelf or soft furnishings such as curtains.
- If fitting to a conventional brick wall then use the outer slotted holes in the bracket. If fitting to a plasterboard wall that has a wooden frame behind it then use all five fixing holes in the bracket. This is required to spread the load. Mark the positions of the hanging bracket holes on the wall (See figure 2).



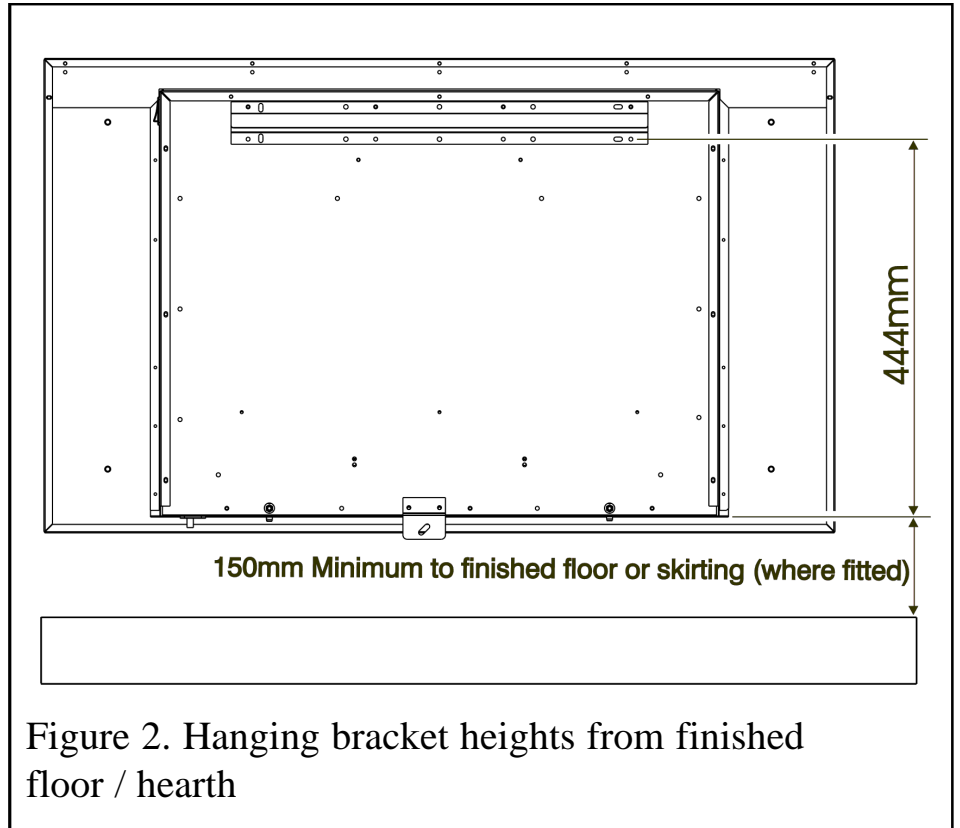
There is a 150mm clearance required under the heater to open the light bulb access covers.

- Drill the marked positions using a suitable sized drill bit for the chosen fixings.
- Insert the wall plugs / fixings and secure the bracket to the wall using suitable screws.

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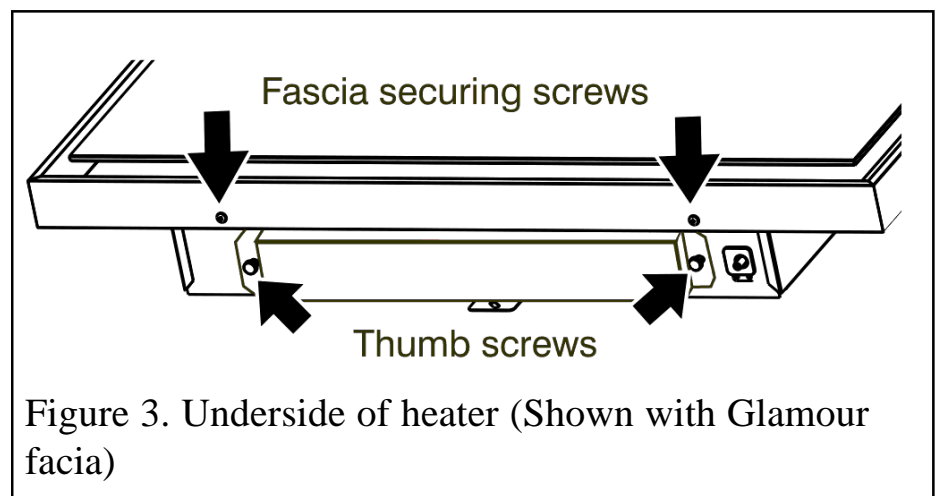
- Locate the heater onto the wall bracket.
- Mark the position of the lower support bracket hole on the wall.
- Remove the heater from the wall bracket.
- Drill the marked position using a suitable sized drill bit for the chosen fixings.
- Locate the heater onto the wall bracket and secure the lower support bracket using a suitable screw.

The lower support bracket must always be used. This prevents the heater lifting from the hanging bracket.



Fitting the fascia.

- Place the loose pebbles onto the fuel support. It is not necessary to use all the pebbles supplied.
- Locate the top of the fascia behind the top flange of the heater.
- The fascia is secured using the two screws with bright metal finish. These are located as in figure 3.



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USING THE HEATER

Important Safety

Never cover the heater or obstruct any openings on 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 on the right 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 mechanically interlocked, 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.

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.

1. My heater is on but there is no light / low light.

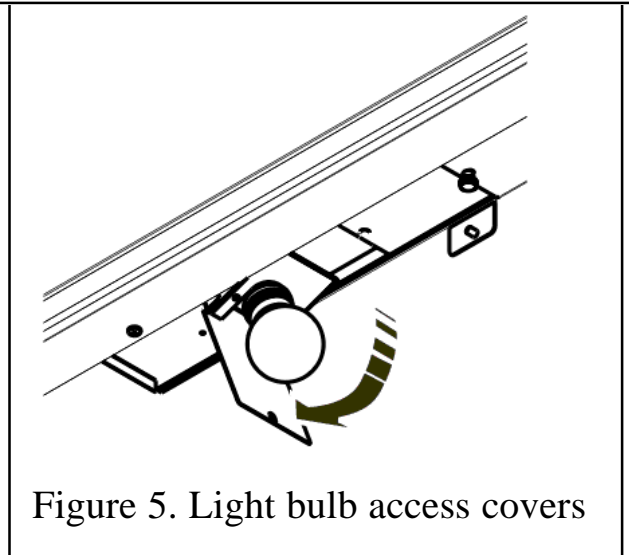
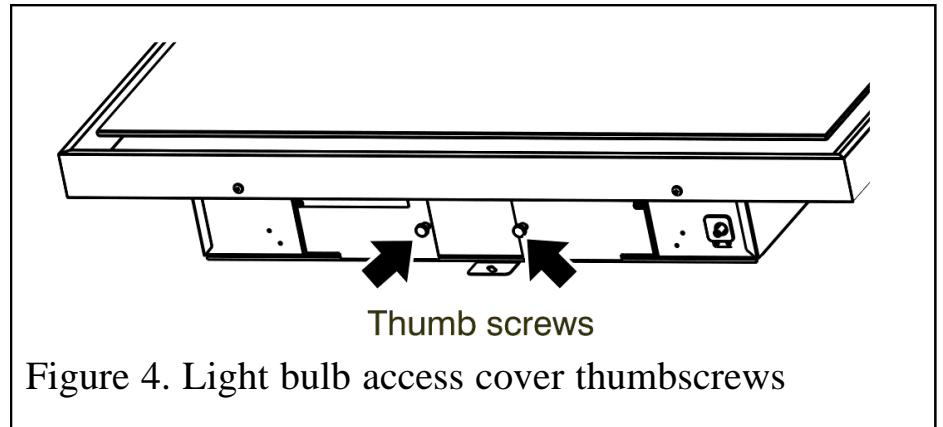
This is possibly a light bulb failure. Remove the light bulb as below and check it in a table lamp that is known to work. If it does not work in the table lamp then replace it as below.

The light bulbs fitted to this heater are 60Watt E27, 240Volt, triple life, Edison fitting with a clear finish. Due to the indeterminate life span and ease of replacement, they are specifically excluded from the guarantee.

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To replace the light bulb.

- At the base of the heater are two thumb screws (See figure 3) that secure the light baffle. To gain access to the bulbs unscrew the thumb screws and remove the light baffle.
- There are two thumb screws (See figure 4) that secure the light bulb access covers. To gain access to the bulbs unscrew the thumb screw and lower the access panel (See figure 5).
- Unscrew the faulty bulb in a counter clockwise direction and replace with a maximum 60Watt E27, 240Volt, triple life, Edison fitting with a clear finish.
- Close the access cover and secure with the thumbscrew removed previously.



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.

Below 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)
- The fault, problem or request.
- Model, Name and serial number (This information can be found on a small label on the lower left of the heater next to the cover plate. To see this you may have to remove the fascia).

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

The plug should be removed from the mains cable and the mains cable cut from the heater. These should be disposed of with 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.