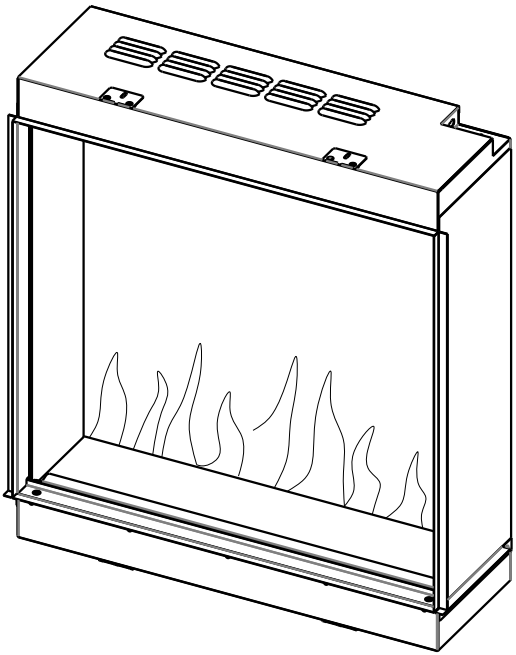
Charlton & Jenrick LTD

Best of British fires, fireplaces & stoves

Installation & Operation Manual

Real Flame Technology

Model: Luminosa 62



Please read the instructions carefully before installation or use and keep for future reference.

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1. IMPORTANT SAFETY INFORMATION

- **Read all of the instructions carefully before using the appliance.**
- **For indoor use only.** This appliance is not suitable for use outside the house and **only suitable for well insulated spaces or occasional use.**
- Do not use this appliance in the immediate surroundings of a bath, a shower or a swimming pool.
- Do not use this fire as a free-standing appliance. It must always be fixed to the wall, fireplace mantel, floor etc.
- This fire must not be located immediately below or in front of a socket-outlet.
- This appliance must be earthed.
- This appliance must not be supplied through an external switching device, such as a timer, or connected to the circuit that is regularly switched on and off by utility in order to avoid a hazard due to the inadvertent resetting of the thermal cut out.
- If the power cord is damaged, it must be repaired by the manufacturer, its authorized service center or professional person in order to avoid a hazard.
- **DO NOT COVER. Warning:** in order to avoid overheating, do not allow the appliance to be covered or let the air inlet/outlet become obstructed. Please note the warning on the appliance.
- To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 meter from the air outlet.
- Keep the power cords away from hot surfaces and hot conditions. Do not route the power lead in front of the appliance.
- Do not use this fire in rooms that have explosive gas in them (for example petrol), or if you are using solvents, glue, aerosol spray or in flammable paints, as these may catch fire.

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Cleaning and user maintenance shall not be made by children without supervision.
- Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- Do not use this appliance in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
- Children should be supervised to ensure that they do not play with the appliance.
- Keep the power plug accessible after installation for the purpose of isolation.
- Children of less than 3 years should be kept away unless continuously supervised or a fireguard is fitted .
- Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

WARNING! Information below for authorized person or service centre only:

A non-rewireable plug fitted with a 13A fuse is supplied . Should the fuse or plug need replacing, and you are competent to do so, it must be replaced with a 13A fuse or plug being 13A BS1363A approved.

2. TECHNICAL SPECIFICATIONS

Model No. : Luminosa 62

Supply Voltage: AC 230-240 V 50 Hz

Maximum power consumption: 1800-2000 W

Power for flame and fuel bed effect: 45 W

Power for mood light: 9 W

Heat Output:

Nominal heat output (Pnom): 2000 W

Minimum heat output (indicative) (Pmin): 1000 W

Maximum continuous heat output (Pmax): 2000 W

Auxiliary Electricity Consumption:

At nominal heat output (elmax): 12.5 W

At minimum heat output (elmin): 12 W

In standby mode (elSB): 3 W

Type of Heat Output / Room Temperature Control

Single stage heat output and no room temperature control	No
Two or more manual stages， no room temperature control	No
With mechanic thermostat room temperature control	No
With electronic room temperature control	Yes
Electronic room temperature control plus day timer	Yes
Electronic room temperature control plus week timer	Yes

Other Control Options

Room temperature control, with presence detection	No
Room temperature control, with open window detection	Yes
With distance control option	No
With adaptive start control	Yes
With working time limitation	No
With black bulb sensor	No

Control PCB	Remote Control Receiver	Remote Control Transmitter
Hardware: RF290I V1.2 Software:V0	Hardware: RCS19VA0.33	Frequency: ASK/OOK 433.92MHZ Maximum transmit power: 10mW Hardware:RF290L-V1.2 Software:V2.4.1

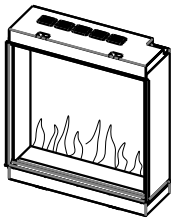
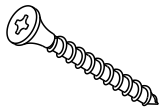
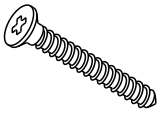
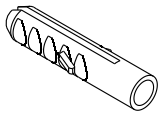
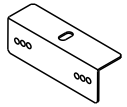
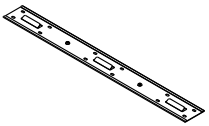
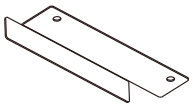
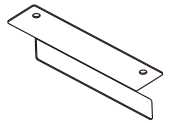
3. PARTS AND HARDWARE

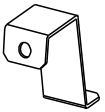
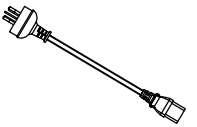
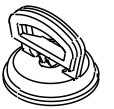
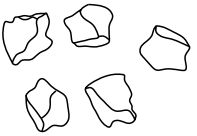
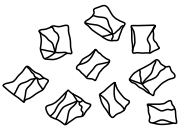
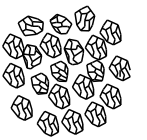
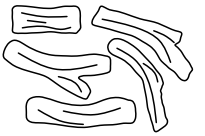
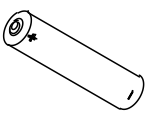
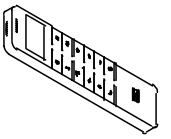
3.1 Unpack the fire carefully and make sure that the appliance is intact with no signs of damage caused by transport and no part has been exposed to water. If in doubt, do not use the appliance and contact your retailer.

3.2 Keep plastic wrapping away from children.

3.3 Save the original packaging as this may be required in the event of service complaint with product.

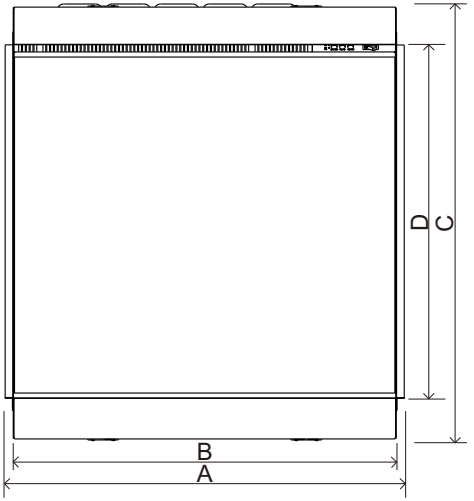
3.4 Ensure that all parts are removed from the packaging.

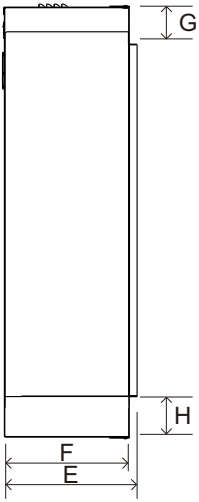
A.  Firebox (1pc)	B. ST4*8 Screw (5pcs)	C.  ST4*40 Screw (4pcs)
D.  ST5*40 Screw (10pcs)	E.  Wall Plug (10pcs)	F.  Lower Brackets (2pcs) (To be used when the wall haning bracket(G) is used)
G.  Wall hanging bracket is attached on firebox (1pc) Remove from the appliance if you are not fixing to wall	H.  Edging Strip (2pcs)	I.  Edging Strip (2pcs)

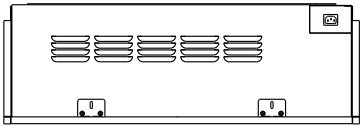
J.  Power Cord Bracket (1pc) (Installer must fit before leaving appliance)	K.  Power Cord A U (1pc)	L.  Sucker(2pcs)
M.  Crystal Media Large (1set)	N.  Crystal Media Medium (1set)	0.  Crystal Media Small (1set)
P. Black Resin Chips (1set)	Q.  Logs (1set)	R. Vermiculite (1set)
S.  AAA Battery (2pcs)	T.  Remote (1pc)	U. Instruction Manual (1pc)
V. Simplified Manual (1pc)		

4. APPLIANCE DIMENSIONS

Unit:mm







Model	A	B	C	D	E	F	G	H
Luminosa 62	652	620	794	620	264	246	73	80

5. INSTALLATION INSTRUCTIONS

5.1 PREPARATION BEFORE INSTALLATION

TOOLS REQUIRED

A screwdriver, a spirit level and drill will be needed.

LOCATE THE APPLIANCE

Your new electric fireplace may be installed virtually anywhere in your home. However, when choosing a location, ensure that the general instructions are followed:

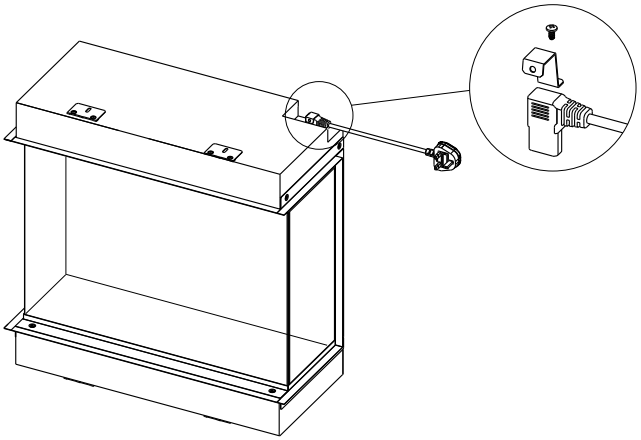
- For best result, install out of direct sunlight, water or very damp air.
- The appliance should be connected to an earthed electrical outlet and it **must be** easily accessible to allow disconnection.
- If the appliance is fitted into or against a flue/chimney, the flue/chimney must be blocked at its entrance (i.e. with Rockwool or similar) to avoid the air flow creating a failure of the fan heater

MINIMUM CLEARANCE TO COMBUSTIBLE

Sides ·····0
Floor ·····0
Back ·····0
Front ·····1000mm Minimum
Top (Mantel or TV) ·····200mm Minimum

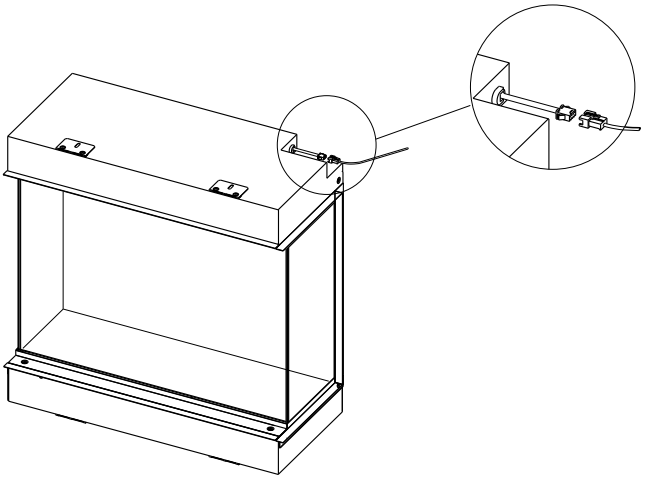
CONNECT POWER CORD

- It is very important that the plug is tightly located into the socket on the top of appliance . **It is essential that the retention clip provided is fixed in place** using the ST4*8 screw, ensuring a secure connection to the appliance. It is recommended that you turn on and operate the appliance to check that all functions and that there are no issues with the appliance before installing this appliance.



CONNECT MOOD LIGHTS CABLE

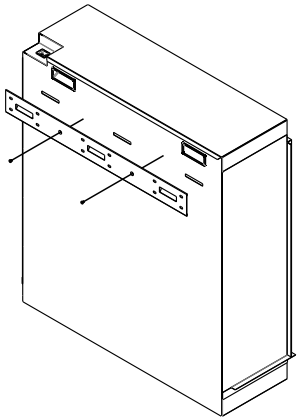
- The interface of the mood lights cable is on the top of the appliance, near the position of the power cord. Please also check the function after connecting the mood light.



Note: Compatible mood lighting devices are available from Charlton & Jenrick Ltd., Other brands may not be suitable and void the warranty.

REMOVE WALL MOUNTING BRACKET

- Remove the wall mounting bracket from the rear of the appliance by removing the securing screws.



CHOOSE ASPECT TYPE

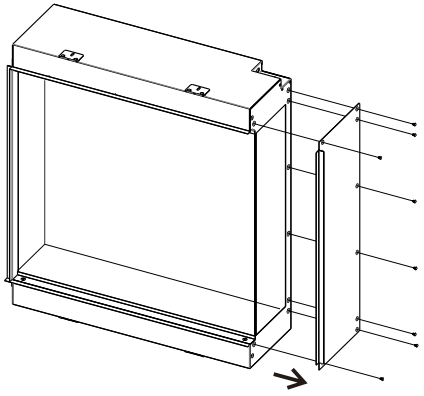
The appliance can be installed in 3 different arrangements. They are as follows:

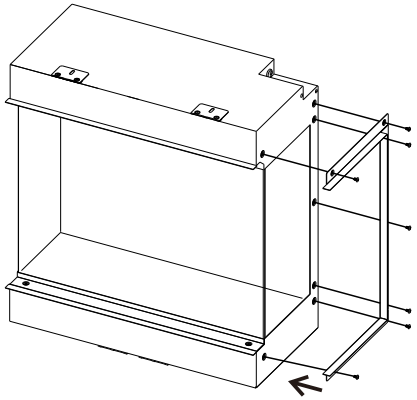
- **Front view (only the front window is visible)**

  When you unpack the appliance, you will notice that the side panels have been fixed on the appliance, which makes the appliance visible on only one front side.

- **Corner Aspect (the front and one of the side windows are visible)**

  Remove the side panel from the end you want to feature a glass panel. Then take the **top / bottom** edging strips and fix them to the appliance using the screws taken from the removal of the side panel(s)





- **Panoramic Aspect (the front and both sides windows are visible)**

  Repeat the corner aspect procedure on the opposite side of the appliance.

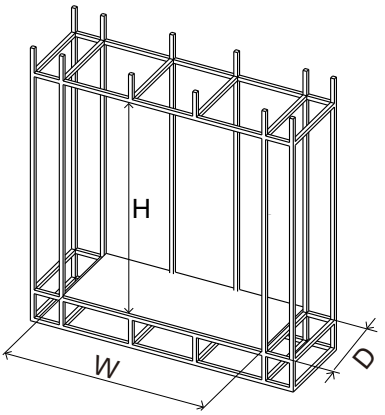
5.2 CHOICE OF INSTALLATION METHOD

The following is only given as a general guide because it can be installed in so many ways. Provided you ensure electric connections are safely made in accordance with the codes,various materials can be used for the framework and cladding. But consideration should be made to soften the internal surface of any cladding to minimise that amplification of noise.

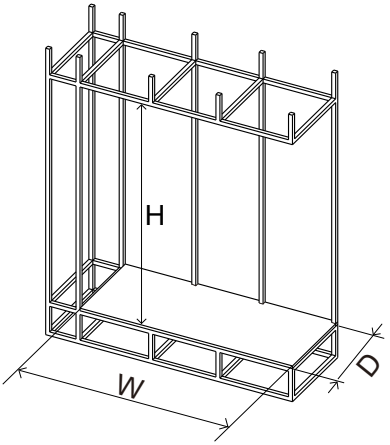
BUILT IN

- Prepare the framework as a general guide only see picture below:

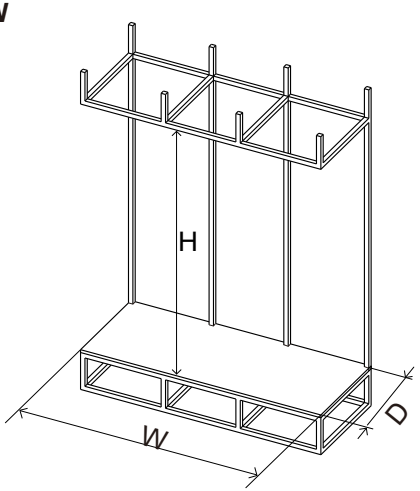
FRONT VIEW



CORNER VIEW



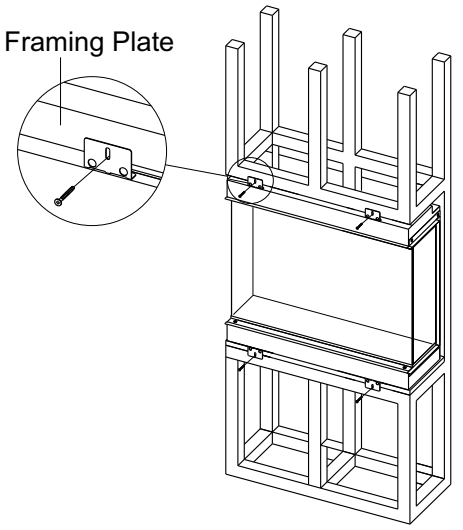
PANORAMIC VIEW



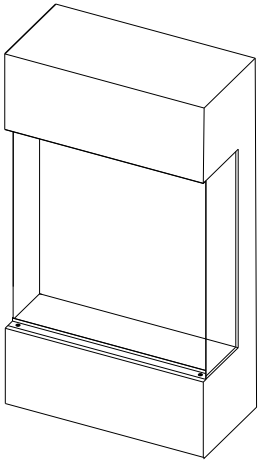
Recommended Cavity Dimensions (mm)					
Model	H	W			D
		Front	Corner	Panoramic	
Luminosa 62	810	660	645	630	Min 270
These dimensions are a guide. Always measure the appliance on site before cutting the cavity.					

NOTE: Ensure a firm flat surface for positioning of the appliance and securely fix to avoid vibration and movement of the appliance. Ensure a minimum of 20mm clearance at the rear and the top of the appliance before cladding for air movement.

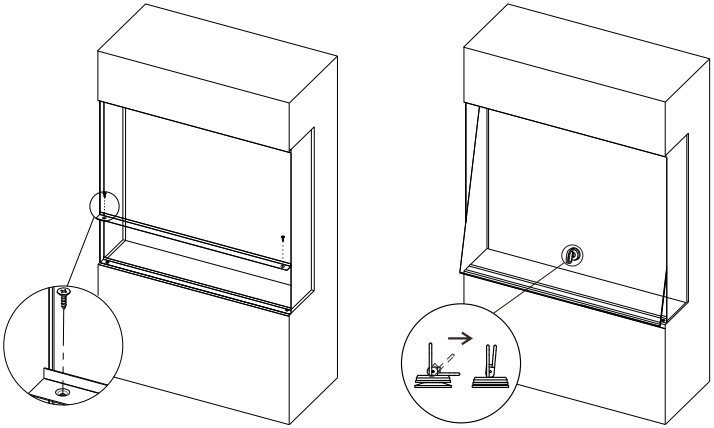
- Bend out the four brackets on the upper and lower edges of the appliance, push the appliance into the framework and fix the appliance with four ST4x40 screws provided to the framework. It is important that the appliance is fitted securely as described below.



- Cladding the framework. Note:Hard surfaces can amplify sound. Consider adding some underlay or like the inside surface of the cladding .



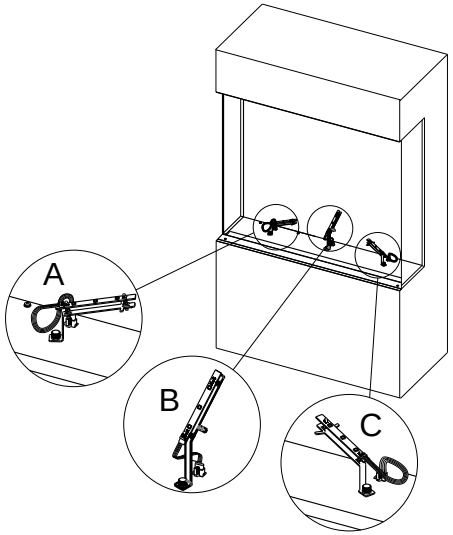
- Remove two screws securing the glass retaining clip to remove the front glass for arranging the fuel bed. Use the suction cups provided to support the glass panel and carefully lift it away as shown below.



There are two fuel bed arrangements for you to choose:

A. Decorative Log Set Arrangement

- Use the 3 thumb screws to fix the 3 LED brackets to the fuel bed as shown.



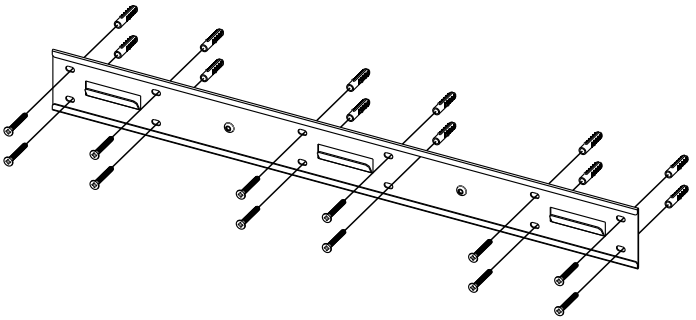
- Now position the 3 hollow logs over these brackets.
- Freely arrange other logs and when you are happy with the layout, carefully scatter the glass embers around all the logs, ensuring that all visible areas of the fuel bed, including underneath and behind the logs, are covered. Finally, carefully scatter the vermiculite granules over the glass embers ensuring good coverage.
- Install the front glass back to the firebox to complete the installation. **Note: Use the screws previously removed.**

B. Crystal Media Arrangement

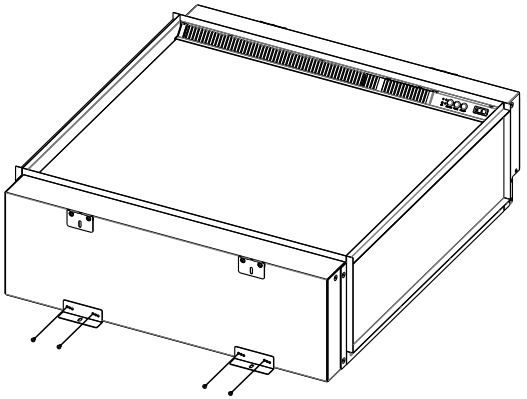
- Scatter the **small** clear crystal media around the fuel bed, ensuring that all visible areas are covered. Freely place the **large** and **medium** crystal media on the fuel bed.

WALL MOUNTED

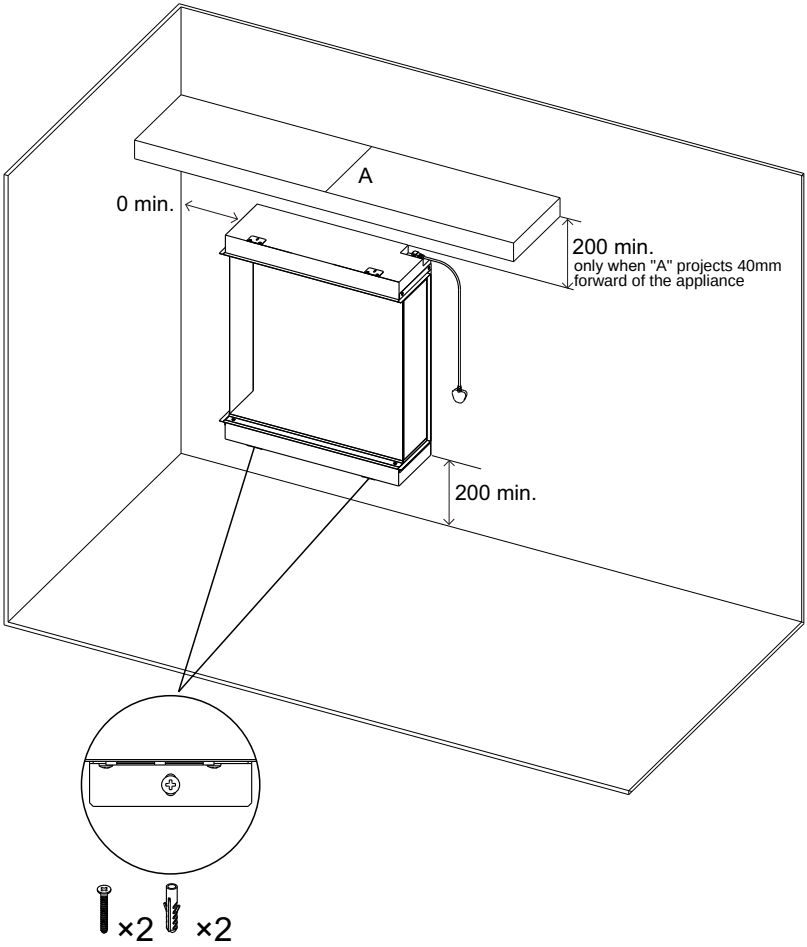
- Place the wall mounted bracket horizontally against the wall where you would like to install the appliance. Mark the holes for screws, drill holes on the marks, insert wall plugs(for masonry wall only) and fix the bracket to the wall by ST5x40 screws. Its important that a secure fixing is made to the wall so alternative fixings may be necessary for other wall types.



- Attach the bottom mounting brackets to the appliance using four ST4x8 screws provided.



- Lift the appliance up and attach to the wall mounting bracket by locating the fingers on the wall bracket into the rectangular openings in the rear of the appliance.
- Mark the hole position of the bottom mounting brackets, remove the appliance from the wall, drill holes on marked and insert wall plugs.
- Fix the lower rear of the appliance to the wall with the ST5*40 screws. Ensure the face of the appliance is vertical adjust or pack out lower bracket as required.
- Arrange the fuel bed to your choice and reinstall the front glass panel.



6. OPERATING INSTRUCTIONS

WARNING!

Do not operate the appliance if it is damaged or malfunctions. If you suspect the appliance is damaged or malfunctions, call a qualified service engineer to inspect the appliance, and replace any part of the electrical system if necessary, before reusing.

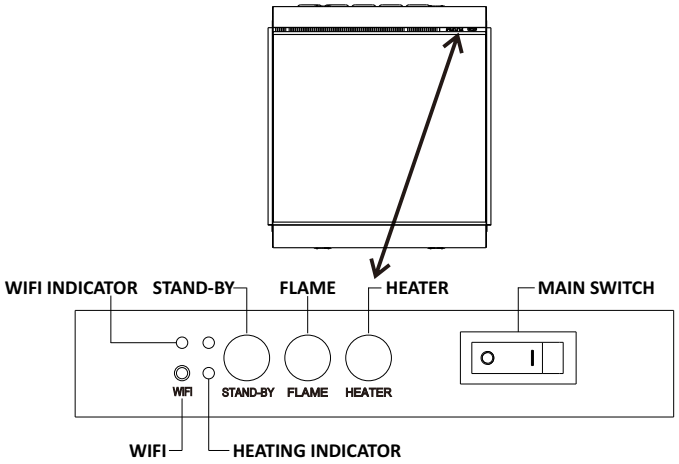
WARNING!

To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 meter from the air outlet.

MAKE SURE the plug fits tight in the outlet. Faulty wall outlet connections or loose plugs can cause the outlet to overheat.

Do not disconnect the power at the mains supply whilst the appliance is running. Use the functions on the remote to turn the fire off and ensure the mains switch is in the off position before disconnecting.

BUTTONS ON APPLIANCE



Each time a button is pressed on the appliance or on the remote control, an audible beep is emitted. To turn off this feature, keep pressing button **FLAME** for 3 seconds until you hear two beeps.

THE BOOT PROCESS FOR FLAME EFFECT

Switch on the appliance by MAIN SWITCH, then press “STAND-BY” button on the appliance. The fuel bed starts to blink and the screen displays “WELCOME”. The booting process will take about 30 seconds and flame effect will be turned on.

If you turn off the flame effect using the STANDBY button, the flame effect will remain dormant for 20 minutes ,after that you can turn on the flame immediately. If it exceeds 20 minutes, the appliance needs to be rebooted again.

The appliance can be operated conveniently in 3 different ways: manually using switches on appliance , via the remote-control handset or via the dedicated iOS/Android App.

6A. MANUAL CONTROL

Note:

The manual buttons control only basic functions, not a full range of controls. Use in conjunction with the remote handset or the APP to carry out all functions.

MAIN SWITCH

Press “I” to turn on the power to the appliance. Press“o” to turn off the power.

STAND-BY

Turn on the appliance with the last used settings without any heat. Place the appliance into standby mode with all features turned off.

FLAME

Press repeatedly to cycle through 6 fire preset modes and 3 user defined presets if programmed.

HEATER

Press repeatedly to cycle through low heat setting, high heat setting and no heat.

To prevent the appliance becoming too hot, there is a 10s delay when turning on the heater and a 10s delay when turning off the heater fan.

WIFI

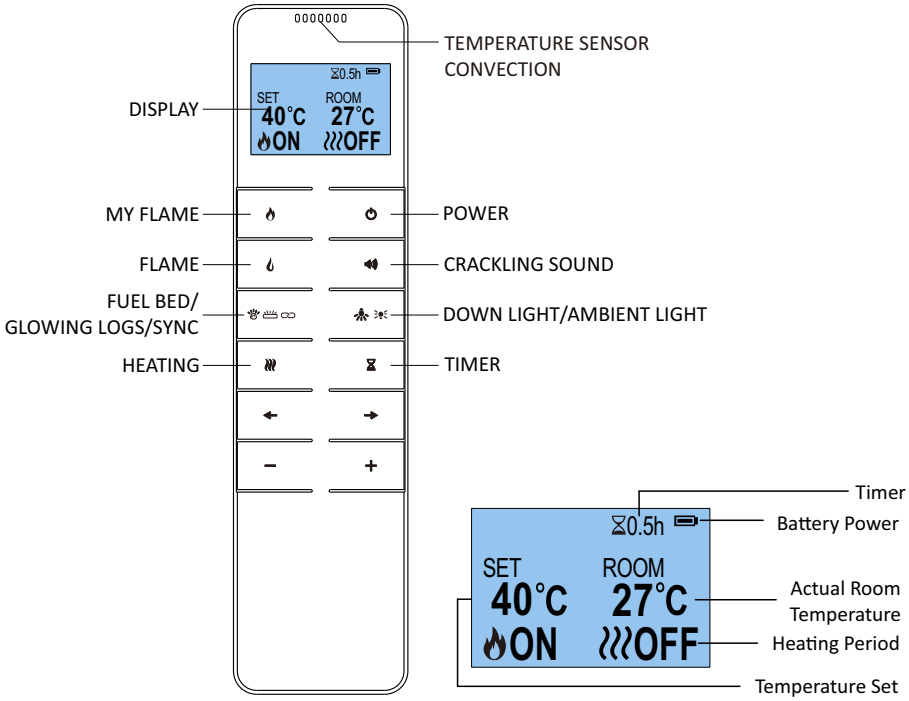
Press to turn on/off Wi-Fi. An illuminated LED on the button indicates that the Wi-Fi is turned on. Hold button for 3 seconds to enter device pairing mode.

6b. REMOTE CONTROL

NOTE:

The start-up time of the screen is 30 seconds, During this period, “WELCOME” is displayed on the screen, the fuel bed starts to flash, and the appliance cannot be operated. After that, the fuel bed stops flashing, the flame will be turned on, and the appliance can be operated normally.

If the appliance is in standby mode for more than 20 minutes without any operation, the appliance needs to be rebooted again.



NOTE: The remote control handset must be left in the same room as the appliance because it houses the thermostat that regulates heat output. Also, when using the APP, the remote must also be in same room and have batteries fitted and working to ensure accurate temperature control.

Remote Control Set up

The communication frequency between the appliance and remote has already been set up. If you have difficulty with the remote communicating with the appliance, please press and hold button STAND-BY on the appliance until you hear two beeps, release the button. Press power button on the remote handset and you will hear one beep. The remote is connected with the appliance.

My Flame

Repeatedly press to select 6 My Flame modes (+3 user defined presets if programmed) .

There are 3 preset slots allocated for the user to save personalised. Simply choose the flame and fuel bed colour and brightness level, and downlight. Once you have selected your desired combination, press and hold the My Flame button for 3 seconds until the LCD displays My Flame save to 7 Press ' − ' or ' + ' buttons to select a slot number between 7-9. Press and hold the My Flame button for 3 seconds to confirm the preset.

Flame Effect

Press to enter the flame effect setting mode.

Press the ' ← ' and ' → ' button to select 16 different flame effects and off setting.

Press the ' − ' and ' + ' button to select 5 levels of brightness.

Fuel Bed/Glowing Log/Sync

Press **once** to until shows on the screen to enter the **fuel bed** setting mode.

Press the '←' and '→' button to select 9 different fuel bed colours and OFF setting.(the ninth is the color cycle mode).

Press the ' − ' and ' + ' button to select the 5 levels of brightness.

Press **twice** until shows on the screen to enter **glowing log** setting mode.

Press the '←' and '→' button to select 9 different fuel bed colours and OFF setting.(the ninth is the color cycle mode).

Press the ' − ' and ' + ' button to select the 5 levels of brightness.

Press **thrice** until shows on the screen to enter **Sync** mode.

Press the '←' and '→' button to adjust the fuel bed effects and glowing logs effects simultaneously

Press the ' − ' and ' + ' button to select the 5 levels of brightness.

Down Light/Ambient Light

Note: If mood lights are not connected, please ensure the brightness is set to zero.

Press once until shows on the screen to enter the down light setting mode.

Press the '←' and '→' button to select 2 different down light colours and OFF setting.

Press the ' − ' and ' + ' button to select 5 levels of brightness.

Press twice until shows on the screen to enter the ambient light setting mode.

Press the '←' and '→' button to select 13 different ambient light colours and OFF setting.(the thirdteenth is the colour cycle mode).

Press the ' − ' and ' + ' button to select 5 levels of brightness.

Crackling Sound

Press to open sound effect menu

Press'←'and'→'button to turn on/off the sound effect
Press'−'and '+'button to adjust 5 levels of volume.

Heater Mode

Press to cycle through heat output options LOW-HIGH-OFF-AUTO.

Press the ' − ' and ' + ' button to adjust the temperature you want the room to reach from 5℃ to 40℃.

To switch between ℃/℉, hold down the'←' or '→' buttons for 3 seconds.

NOTE: It is normal for the fan heater to stop running for periods of time. This happens because the room temperature is at or above the temperature set on the remote control.

Timer Mode

NOTE: This setting is only for operating in normal mode. It allows the appliance to go into standby after a set period of time.

Press to cycle through the settings from 0.5 hours to 10 hours, and then OFF.

Adaptive Start Control

Learning from the previous heating cycle enables the appliance to judge the appropriate advance time to turn on the heater to ensure that the set temperature is reached at the set time. For example, if your timer is set to start at 18:00 and temperature is set to 23°C, the fire may for example come on at 17:30 to ensure the room is 23°C at 18:00.

Window Open Detection

When the transmitter detects a rapid drop in room temperature, it will be judged as a window open, the warning icon will be displayed and the heater will be turned off automatically.

After the indoor temperature has risen or a manual override of the warning (by operating remote control) has been done, the fire will return to normal working state.

Important Safety Information for Remote Controls

- To remove the batteries, open the back cover of the remote control to remove the batteries and replace with new one. Pay attention to the positive and negative poles.
- Two AAA alkaline batteries are required for the remote control.
- Exhausted batteries are to be removed from the appliance and safely disposed of.
- This Non-rechargeable batteries are not to be recharged.
- Different types of batteries or new and used batteries are not to be mixed.
- Batteries are to be inserted with the correct polarity.
- If the appliance is to be stored unused for a long period, the batteries should be removed.
- The supply terminals are not to be short-circuited.

Resetting the Thermal Cut Out

The appliance is fitted with an Electronic Safety Control (E.S.). This is a safety device, which switches off the fire if, for any reason, the appliance overheats, e.g. when covered. If the heater stops operating while the flame effect continues working normally, this indicates that the E.S. Control is in operation. The E.S. Control can only be re-set after the appliance has cooled down, and the appliance has been reset. Re-setting of the E.S. Control proceeds is as follows:

1. Switch off the appliance (Manual switch) and leave it of for approximately 10-15 minutes.

2. Remove any obstruction to the fan heater outlet or fan blades etc. Make sure that the power supply is disconnected with the plug socket outlet while doing this.

3. Switch on the appliance and the E.S. Control will be re-set.

4. Ensure that the appliance is functioning correctly. If the E.S. Control operates a, the appliance should be checgainked by a competent electrician.

6C. APP Control

Visit your APP store for IOS or Android to download the C&JsmartFIRE APP. Or use the QR code below. Follow your devices onscreen instructions to create an account. Once installed, follow the procedure below to pair the device with your appliance.

1. Start the APP and click “Add Device” on screen. Click “smartFIRE” ,then select WiFi network and enter the password. Note, your device must also be connected to the same home network what you wish to connect the appliance to.

2. Ensure the appliance is powered on , then press and hold the Wi-Fi button on the appliance until you hear 3 beeps at EZ mode . At the same time, the Wi-Fi indicator and the fuel bed will blink.

3. Follow the instructions on APP to choose the EZ mode and confirm the indicator is flashing . Click Next and start to add the device.

If failed at EZ mode, try AP mode. Please press the Wi-Fi button, you will hear 3 beeps, then keep pressing until you hear another 5 beeps to enter AP mode. and then Follow the instructions on APP to choose the AP mode and confirm the indicator is flashing. Click “Go to Connect” and choose a Wi-Fi called “SmartLife-XXX” and start to add the device.

We have created a very detailed APP Operation Instruction and videos to guide you through the process how to load down the APP, Create an account , Pair your appliance to your smart phone and operate the appliance. Scan the QR code on the next page or the one on the back of the remote to be taken to the operation instruction or the videos.

APP Download

APP Operation Instruction and Videos

7. MAINTENANCE

WARNING:

Before any maintenance or cleaning of the exterior of the appliance, the unit should be disconnected from the power supply remove supply plug from power socket or turn off and remove fuse from fused spur, wait until the appliance is cool.

Remote Controls Battery Replacement

7.1 When the batteries are at full power, the battery symbol will show

7.2 When the batteries are half full, the battery symbol will show

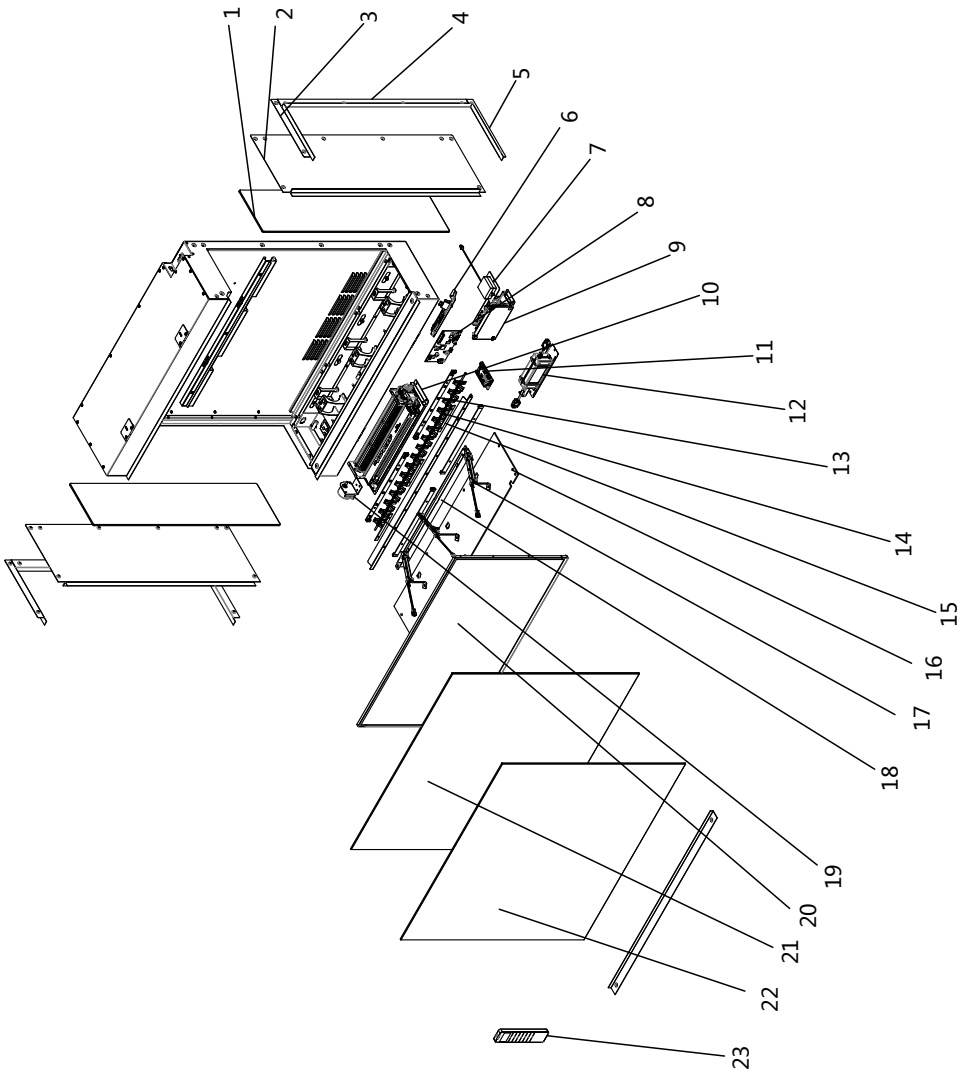
7.3 When the batteries are out of power and need replacing immediately, the battery symbol will show

Cleaning the Fireplace

Cleaning or polishing products are not recommended. Fingerprints or other marks on the front glass panel can be removed by a piece of soft, damp, lint-free cloth with a good quality household glass cleaner. The front glass panel should always be completely dried with a clean, lint-free cloth or paper towel.

Caution: Abrasive cleaners should not be used on the glass panel. Liquids should not be sprayed directly onto any surface of the unit.

8. SERVICE PARTS LIST



Luminosa 62

No	Item	Part No.	LED Model	Qty
1	Side Glass	9914		2
2	Metal Side Panel	9915		2
3	Top Edging Strip 1	9916		2
4	Top Edging Strip 2	9917		2
5	Top Edging Strip 3	9918		2
6	Control Panel(Manual Button)	9709		1
7	Speaker	9919		1
8	LCD Driver Board	9920		1
9	PCB	9921		1
10	Heater Unit	9922		1
11	Log Light PCB	9712		1
12	Power Unit	9904		1
13	Fuel Bed LED Strip	9923		2
14	Fuel Bed Effect Spindle	9924		1
15	Fuel Bed LED Strip	9724	RC07-333B	3
16	Fuel Bed Shelf	9925		1
17	Glowing Log LED Strip	9722	RC07-333A	3
18	Down Light	9926		1
19	Spindle Motor	9908		1
20	LCD Screen	9725		1
21	Rear Screen	9927		1
22	Front Glass	9928		1
23	Remote Control	9727		1
	Log Set	9929		1
	Crystal Set	9930		1

9. OTHERS

Environment

Meaning of crossed –out wheeled dustbin:

Electrical appliances should not be disposed as unsorted municipal waste. Separate collection facilities should be used in the disposal of electrical appliances. Contact your local government for the information about the available collection systems. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When old appliances are replaced by the new ones, it is a legal oblige for the retailer to take back the old appliance for disposals at least free of charge.

This fire in accordance with AS/NZS 4417; EESS requirements and NSW legislative requirements. the Safety Standards AS/NZS 60335-1 and AS/NZS 60335-2-30 and the EMC standards EN 55014-1 ; EN 55014-2; EN 61000-3-2 and EN 61000-3-3.

Help And Advice Contact:

Kemian Industries
3 French Ave,Bendale, QLD 4500
Tel: 07 3490 5500