

ELEMENT

ELECTRIC FIRES

4

INSTALLATION MANUAL

TIVOLI 551 E



CONTENTS

1	CE STATEMENT	4
2	WARRANTY	4
3	ELECTRICAL SAFETY	5
4	IMPORTANT SAFETY INFORMATION	6
	4.1 CHILD SAFETY	6
	4.2 GENERAL WARNINGS	6
5	CONNECTION	7
	5.1 ELECTRICAL	7
	5.2 MAINTENANCE	7
6	INSTALLATION REQUIREMENTS	8
	6.1 HEATER UNIT CUT OUT	8
	6.2 SERVICING	8
7	INSTALLATION METHOD	9
	7.1 PRODUCT SIZE	9
8	BESTURING VIA DE APP	10
9	USING THE REMOTE	11
	9.1 PAIRING THE REMOTE	11
	9.2 FACTORY RESET THE FIREPLACE	11
A	TROUBLESHOOTER	12
B	MODEL DIMENSIONS	14

1 CE STATEMENT

This guide is designed to aid in the installation and continued performance of this product. This product conforms with all health, safety, and environmental protection standards as indicated by a CE mark. For optimum performance this product requires a well insulated location or occasional use.

We hereby declare that the design and construction of the Element4 electric appliances are complying to the essential demands and regulations for electric products.

Model:

- Tivoli 55i e

All Element4 Electric fires meet the requirements of the EC Directives. These directives have been met by compliance with the following standard

- EN 55014-1:2006 + A2:2011
- EN 55014-2:2015
- EN 61000-3-2:2014
- EN 61000-3-3:2013
- EN 60335-1:2012 + A1:2014
- EN60335-2-30:2009+A11:2012

This declaration loses its validity when changes to the device are made without the written permission by Element4. You can ask for a copy of the test certificates of all models via our general e-mail adress, which is found on the back of this manual.



J. Kempers

CEO

2 WARRANTY

Should this device show defects within 24 months of purchase due to shortcomings in construction, material or workmanship, the product will be repaired free of charge under the following conditions:

It is the responsibility of the buyer to prove that the device is covered by the warranty, e.g. with a proof of purchase.

Any guarantee will lapse if

- unauthorized repairs or modifications have been made to the electric fireplace
- in the event of an accident, misuse or damage caused by an incorrect installation
- damage occurred during transport to or from the
- repairer, and changed or missing serial numbers.

Parts replaced under this warranty will become our property.

The company is not liable for consequential damage or any other damage arising from or related to this electric fireplace.

This warranty does not apply to heating elements, lamps or fuses. Service visits where no errors are found and installation errors are not covered by the manufacturer's warranty.

In this case, the maintenance technician employed by us will charge you for the service visit.

This guarantee is an addition to and does not affect the legal rights of the buyer as a consumer.

Replacement plug

Caution: when removing the molded plug and connection to a fused tap through a unqualified person, the guarantee will lapse.

3 ELECTRICAL SAFETY

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using this electric fireplace.
2. This fireplace is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation.

DANGER: High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.

3. Extreme caution is necessary when any heater is used by or near children or people of reduced mobility and whenever the unit is left operating and unattended.
4. Young children should be supervised to ensure that they do not play with the appliance.
5. The appliance is not intended for use by young children or infirmed persons without supervision.
6. In the event of a malfunction, disconnect power at the service panel and have the unit inspected by a reputable electrician before reusing.
7. If the supply cord is damaged, it must be replaced by the manufacturer, or its service agent, or a qualified person in order to avoid a hazard.
8. Do not use outdoors.
9. Never locate fireplace where it may fall into a bathtub or other water container.
10. To disconnect the fireplace, turn the controls off, and turn off power to heater circuit at main disconnect panel.
11. Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
12. Do not locate the heater immediately below a fixed socket-outlet.

13. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock, fire or damage to the heater.
14. To prevent a possible fire, do not block air intakes or exhaust in any manner.
15. All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
16. Use this fireplace only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
17. Do not change the plug in any way. Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
18. Do not burn wood or other materials in the electric fireplace.
19. Do not strike the fireplace glass.
20. Always use a certified electrician should new circuits or outlets be required.
21. Always use properly grounded, fused and polarized outlets.
22. Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
23. When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

NOTE: Changes or modifications not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

This appliance is supplied with a two meter power lead, which has a 13Amp moulded three pin plug to connect to a standard 230/240V plug socket.

4 IMPORTANT SAFETY INFORMATION

Please read these instructions before installation or use and keep this booklet handy for future reference.

4.1 CHILD SAFETY

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision

The instructions shall state that the heater must not be located immediately below a socket outlet.

WARNING

- In order to avoid overheating, do not cover the heater.
- Children of less than 3 years should be kept away unless continuously supervised

Children under 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 under 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

4.2 GENERAL WARNINGS

- Never leave children unsupervised with an unguarded heater.
- Never obstruct or cover the heater outlet.
- Never install or use this product where it may come in contact with water i.e. a bathroom or wet room.
- Never use aerosols or steam cleaners near this product.
- Never route the electric cable near the heater outlet.
- Never route the electric cable under carpets or floor coverings.
- Never install this product close to curtains or combustible materials.
- Never use the heater to dry clothes or other objects.
- Never remove the fireplace surrounding without isolating the electric supply.

CAUTION

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

CAUTION

In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility

CAUTION

The LED light system shall be replaced by electrically competent personnel only (LP – These cannot be user replaceable since they will allow access to live parts)

5 CONNECTION

5.1 ELECTRICAL

This appliance must only be connected to a 230/240 Volts AC 50Hz supply. Before connecting the fire, check that the supply voltage is the same as stated on the fire.

It is important that the outlet is located outside the installation location so that the socket is easily accessible and the plug can be disconnected from the stove after installation.

After the fire is attached to the wall and connected to the socket, the surround (the chimney) can be placed around it.

This appliance must only be used on a AC supply, fuse rating 13Amp. The wires in the mains lead are coloured in accordance with a standard UK supply, these being:

- GREEN/YELLOW – EARTH
- BLUE – NEUTRAL
- BROWN – LIVE

As the colours of the mains lead of this appliance may not match the coloured markings used to identify the terminals in a plug, please observe the following

- The green and yellow wire must be connected to the terminal in the plug which is marked with the letter E or Earth symbol.
- The blue wire must be connected to the terminal in the plug which is marked with the letter N.
- The brown wire must be connected to the terminal in the plug marked with the letter L.
- Replace fuses only with fuses of the correct size and rating.

5.2 MAINTENANCE

Maintenance to this device may only be done by a qualified professional. It is advised to maintain your fire at least once every 12 months.

WARNING:

Before repairs or maintenance check whether the fire is unplugged.

Attention: This fireplce should not be used as a primary heater

CAUTION

In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

The on/off switch to activate connection to your app is located at the the front of the fire, in the top trim, offset to the right hand side. [Figure S.1](#)

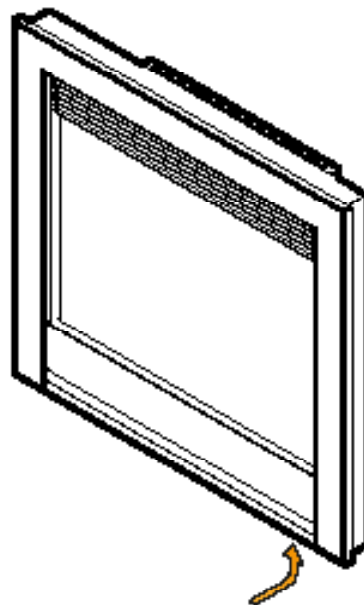


Figure.S.1 | Position of the On/Off switch

6 INSTALLATION REQUIREMENTS

This product has been designed to be installed into a plaster board, or existing masonry chimney breast.

Please seek advice from a professional, with reference to the structural integrity of the installation site.

If the product is to be installed into an open chimney or flue, it is important that the chimney/flue is blocked off to prevent any up/down draughts and falling debris which could restrict and alter the airflow to the product.

It is also important to ensure that the product has a minimum internal clearance directly above and below the product of 50mm, this is to ensure that the product can circulate the required airflow for the heater unit. The product should never be sealed into an opening with the use of silicones or adhesives as this can also alter the airflow and hinder any further servicing of the product.

A	Height	min. 580mm, max 600mm
B	Width	min. 400mm, max 600mm
C	Depth	min. 100mm
D	Depth of support	min. 80mm

Tabel 6.1 | installation dimensions

6.1 HEATER UNIT CUT OUT

This is a safety feature to safe guard against further damage to the product.

If the airflow is restricted the heater will automatically turn off. This can occur due to incorrect installation or obstruction. To reset the heater function;

- Isolate from main power supply
- Leave product to cool
- After suitable cooling down period, remove the obstruction if obstructed and check installation
- After 10 minutes the thermo switch (cut-out) in the heater will reset.

Please note: That the heater fan emits a low decibel noise, which is normal operating characteristics.

6.2 SERVICING

Only a competent person should service this appliance. This appliance must be serviced every 12 months.

Warning: Before carrying out any repairs or servicing, ensure that the power supply cord is removed from the mains supply.

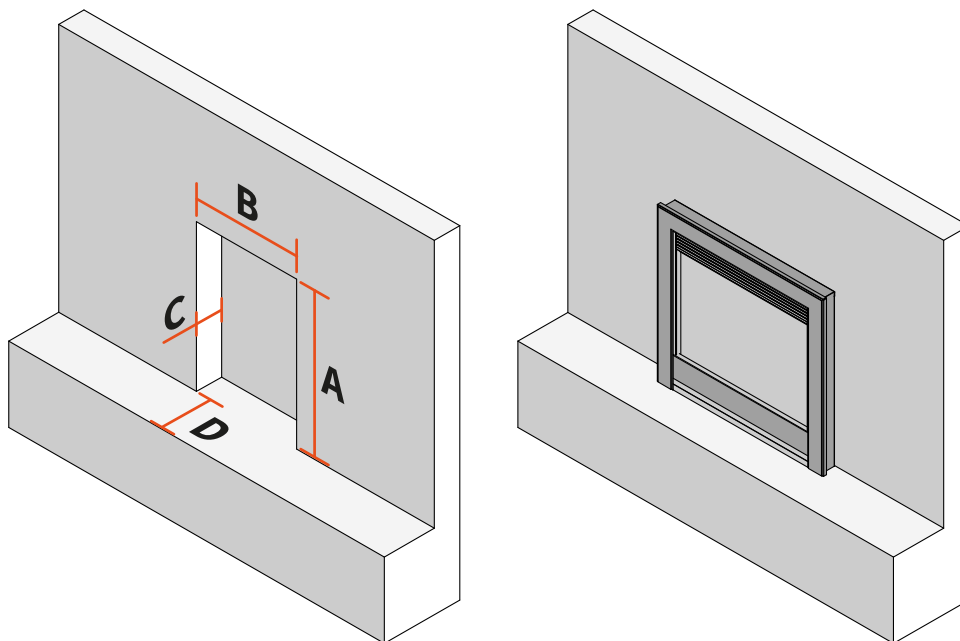


Figure.6.1 | installation dimensions

7 INSTALLATION METHOD

The Tivoli fireplace needs free space of at least 50mm immediately above the main housing for good air circulation.

The fireplace needs a solid base platform to stand on, it is not designed to hang on a wall.

Insert the plug of the IEC-compliant power cable into the IEC-compliant socket and ensure that it is firmly pushed.

Construct the installation space for the electric fire in the desired dimensions. It is important that you take into account the finished front when determining the depth of the frame construction.

It is important the weight of the wall made will not come to rest on the appliance.

Warning: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

7.1 PRODUCT SIZE

The product dimensions can be found in **APPENDIX B**

It is also important to ensure that the product has a minimum clearance around it of 15mm, this is to ensure that the product can circulate the required airflow to the heater unit.

The product should never be sealed into an opening with the use of silicones or adhesives as this can alter the airflow and hinder any further servicing of the product.

Please refer to technical specification table for further information, with reference to measurements.

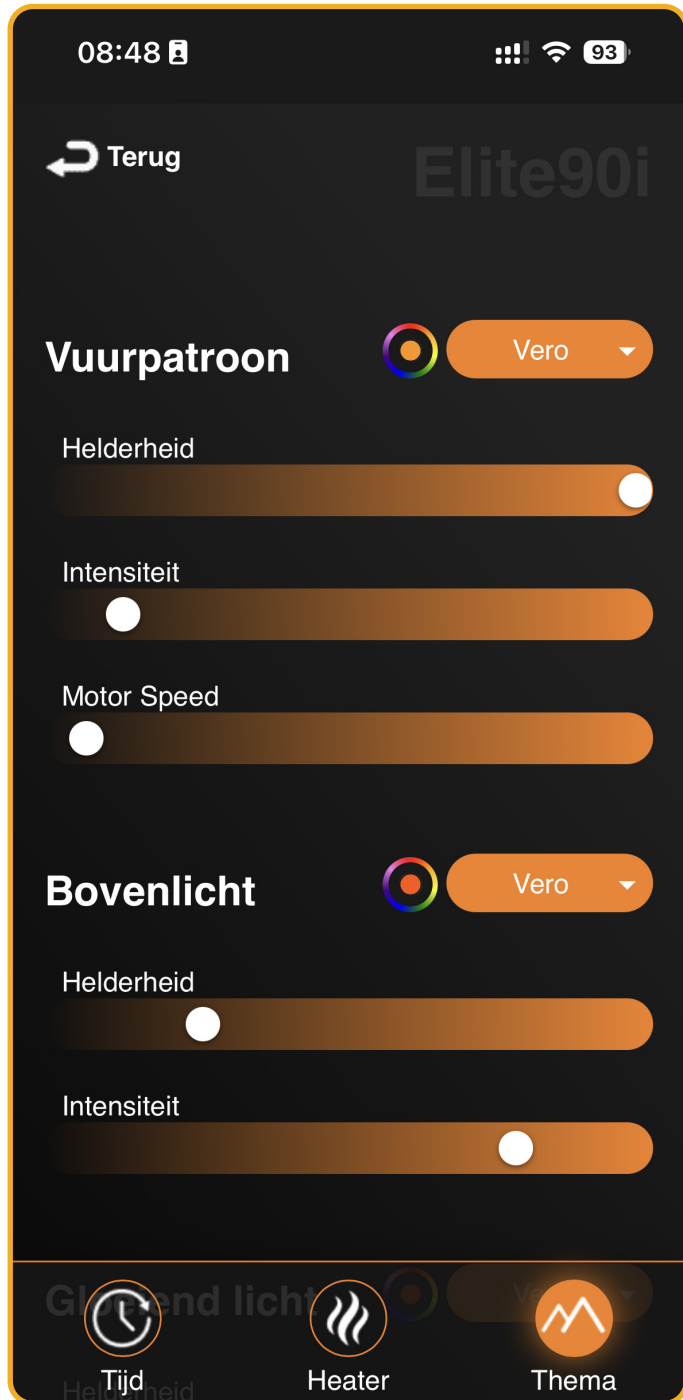
8 BESTURING VIA DE APP

Dit apparaat wordt bediend met de E-smart+ App. De app kan gebruikt worden op zowel iOS als Android.

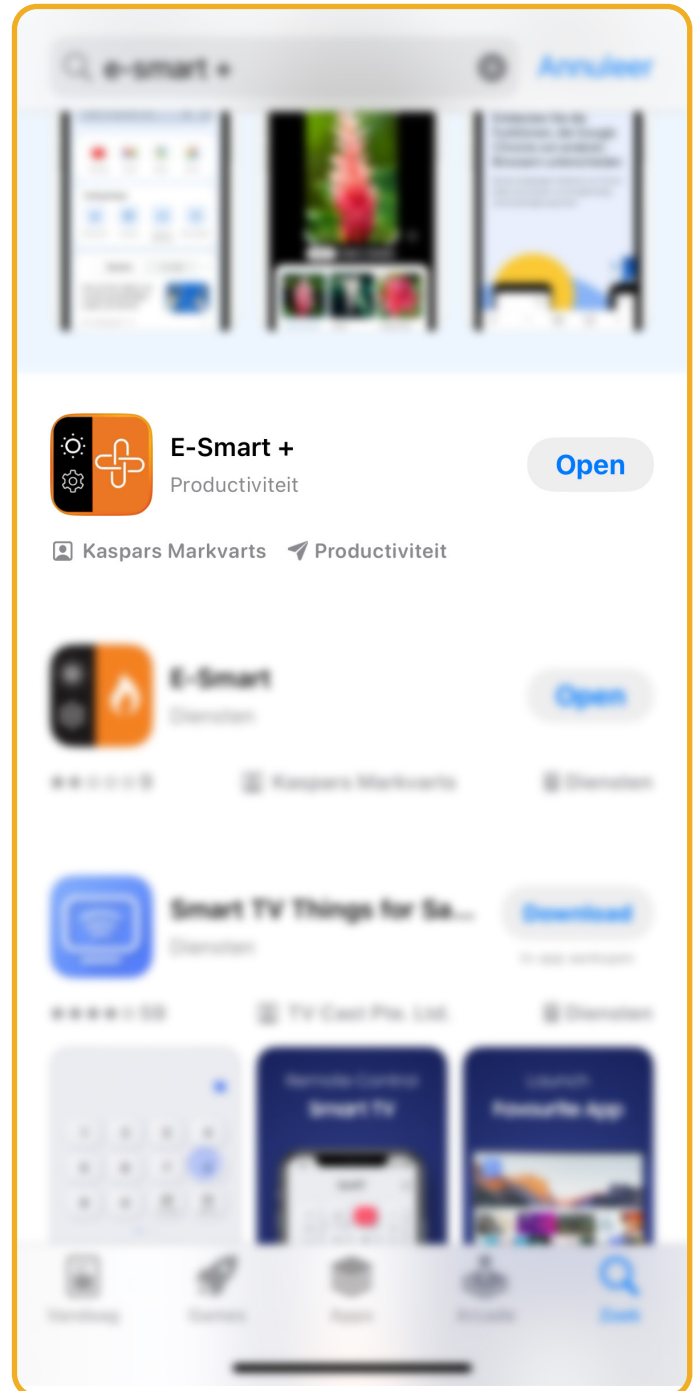
U kunt de app installeren via de iOS app store of Google Play.

Voor uitgebreidere instructies over het koppelen van de app aan de haard, verwijzen wij u naar de e-Smart Cloud app handleiding die met uw haard meegeleverd is.

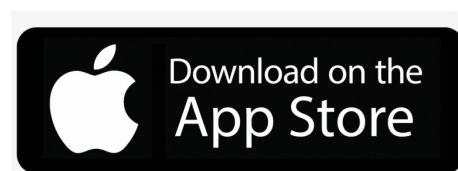
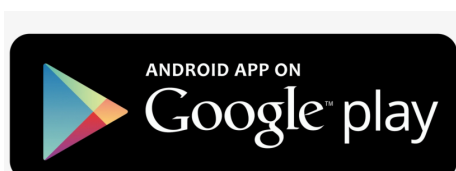
Let op dat u **E-smart+** download. Andere E-smart app zoals *E-smart Cloud* of *E-smart* zijn niet compatible met uw haard



Afb. 8.1 | Hoofdscherm van de e-smart Cloud App

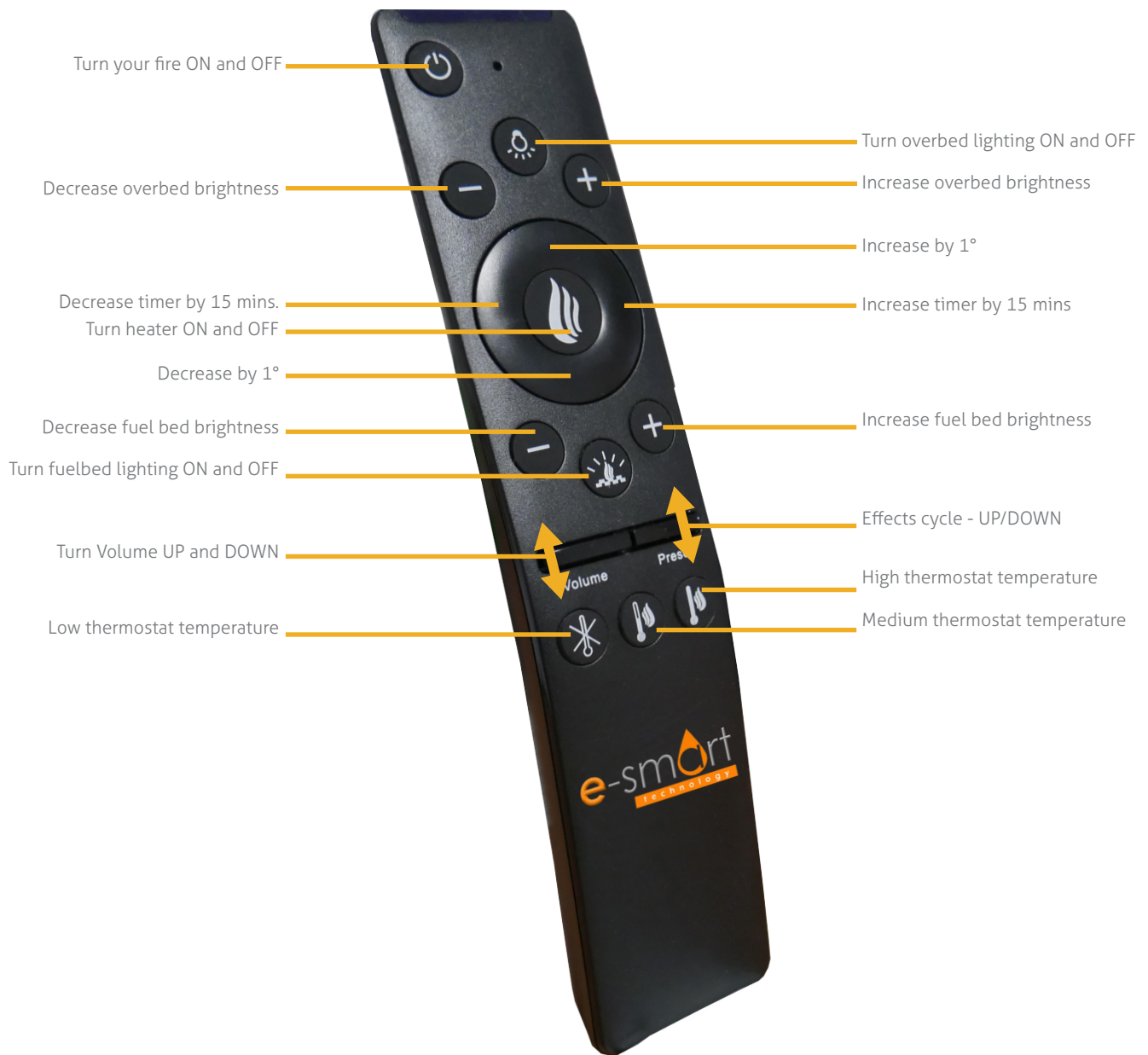


Afb. 8.1 | Vind de e-Smart Cloud app in de app store



9 USING THE REMOTE

Below you see the remote control and how to use it.



9.1 PAIRING THE REMOTE

To pair the remote control to a fireplace, please follow the next steps:

- Make sure the fireplace is turned OFF with rocker switch.
- Turn the fireplace ON with rocker switch and wait for a beep
- Press and hold the TURN HEATER ON button and wait for a beep

Now this remote control is paired to the fireplace and will not interfere with other Element4 fireplaces nearby.

9.2 FACTORY RESET THE FIREPLACE

A factory reset will delete all account and WiFi data from the fireplace. To do this, please follow the next steps:

- Make sure the fireplace is turned ON
- Press and hold the TURN OVERBED LIGHTING ON button and wait for a beep.
- Press and hold the TURN FUELBED LIGHTING ON button and wait for a beep.

A TROUBLESHOOTER

This troubleshooter describes possible problems that may occur with your electric fireplace. Follow the flowchart to see which problem applies, what is causing it and how to solve it.

Problem	Possible Cause	Solution
(1) Flames not working correctly	Fire requires update	Check in the app if the fire needs updating
	Decoration is placed incorrectly	Check the decoration set with the instructions in APPENDIX C
	Effect Screen is defect	Replace the effect screen
(2) Heater blowing cold	Possible installation gaps / Chimney not adequately blocked off.	Chimney may not be fully blocked. Correct aperture has not been adhered to—100mm
	Fan clogged.	Heater fan requires cleaning out
	Faulty element.	Replace element
	Slow fan.	Check fan placement. If problem persists replacement fan may be required.
(3) Noisy Heater	Fan unbalanced.	Adjust fan to stop catching on the case. If problem persists replacement fan unit maybe required.
	Fan catching on housing.	Adjust fan to stop catching on the case
	Fan clogged.	Fan requires cleaning out. If problem persists a replacement fan may be required.
	Fan has come loose.	Tighten fan cradle or screws holding fan onto fan cradle.
(5) Fire not turning on.	Rocker switch has not been turned to the 'ON' position.	Double check switches are turned to the 'ON' position.
	Remote/App not paired.	Remote needs pairing. See separate pairing instructions for guide.
	Fuse blown.	Replace fuse.
	Unit not plugged in correctly.	Check to be sure the power lead is plugged in adequately.

Problem	Possible Cause	Solution
(6) No light	Loose connection or disconnected wire.	Check all connections on LED's
	LED shorting out	Check location of short Replace LED strip if necessary.
	LED blown	LED strip needs replacing.
	Blown driver on PCB	PCB needs replacing.
(7) Heater coming on randomly	Timer has been accidentally set.	Double check timer settings.
	Thermostat faulty.	Replace PCB.
(8) LED streaking	LED dropped down.	LED needs to be re-stuck into place.
(9) Heater cutting out	Build up of hot air triggering heater cut-out unit.	Ensure the appliance has the required aperture for air to circulate and prevent build-up. Recommended 100mm

B MODEL DIMENSIONS

TIVOLI 55I E

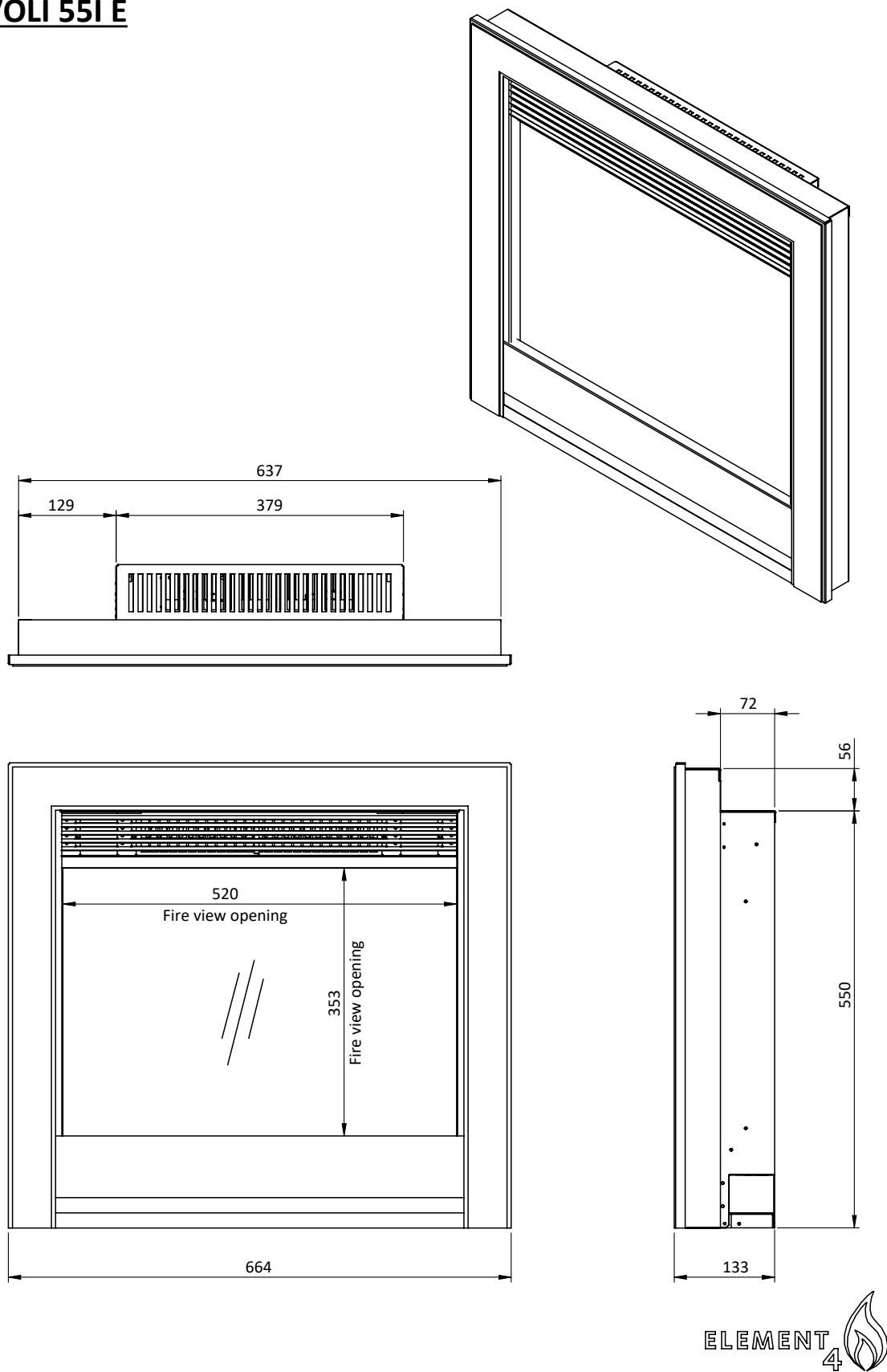


Figure.B.A | Tivoli 55i e