INSTALLATION & USER INSTRUCTIONS

ELECTRIC STOVE

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MODELS COVERED BY THESE INSTRUCTIONS

ND-181MLR
ES3000 ELECTRIC
- EAN 5023539022782



ES3000 Electric Stove

3 YEAR GUARANTEE
SUBJECT TO TERMS & CONDITIONS
For details please see: www.focalpointfires.co.uk or telephone
01202 588635 Option 4

This product is only suitable for well insulated spaces or occasional use.

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All instructions must be handed to the user for safekeeping.

Revision C - 06/25

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INSTALLATION & USER INSTRUCTIONS

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1.0 IMPORTANT NOTES

IMPORTANT - THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE.

When using this electrical appliance, basic precautions should be followed to reduce the risk of fire, electric shock and injury to person, including the following:

• This heater must be used on an AC supply only and the voltage marked on the heater's rating label must correspond to the supply voltage.

• **DO NOT** switch the appliance on until it is properly installed as described in this manual.

• 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.

• Children of less than 3 years should be kept away unless continuously supervised. 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.

• **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.

• If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

• The heater must not be located immediately below a socket-outlet.

• **DO NOT** use this heater in the immediate surroundings of a bath, a shower or a swimming pool.



• **WARNING:** In order to avoid overheating, do not cover the heater.

• **DO NOT** use this heater with a programmer, timer, separate remote-control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.

• **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutout, 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.

• Keep furniture, curtains and other fabric material away from the appliance.

• **DO NOT** leave the appliance unattended during use.

• From time to time, check the cord for damage. Never use the appliance if the cord or any part of the appliance shows signs of damage.

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1.0 IMPORTANT NOTES - CONTINUED

- **DO NOT** run the mains cable under carpets, rugs etc.
- **DO NOT** cover or obstruct the heater in any way. Overheating will result if it is accidentally covered.
- Never immerse the product in water or any other liquids.
- **DO NOT** use the appliance outdoors.
- Before cleaning the appliance, ensure it is unplugged from the power and that it is completely cool.
- **DO NOT** clean the appliance with abrasive chemicals.
- Never use accessories that are not recommended or supplied by the manufacturer. It could cause danger to the user or damage to the appliance.
- **DO NOT** insert or allow foreign objects to enter the inlet or outlet vents as this may result in electric shock, fire or damage to the appliance.
- **DO NOT** install the fire using an extension cord.
- Unplug from the mains supply if the appliance is not to be used for long periods.
- This product is only suitable for well insulated spaces or occasional use.

2.0 INSTALLATION REQUIREMENTS

The appliance is supplied with a pre-wired three pin BS1363 plug (13Amp fuse rated) and 1.6 meters of electrical flex. It is therefore necessary for a suitable electrical socket to be located within this distance of the appliance and be easily accessible. The stove may be installed on a combustible or non-combustible floor, however the heater outlet is underneath the stove and certain types of floor covering may be affected by the heat produced by the stove. The ability of the floor covering to withstand the heat produced by the stove should be ascertained before proceeding with the installation of the stove. If in doubt then the stove should be mounted on a non-combustible hearth or plinth which extends for at least 150mm in front of the stove. This appliance should be positioned on a firm level sur-face. If the stove is to be sited in a fire surround then the suitability of the surround for use with electrical heaters should be established with the fire surround manufacturer. If fitted into an open draught fireplace, it is advisable to block off the chimney to reduce the risk of draught through the stove which may cause the safety cut out system in the fan heater to operate. If you are placing the heater in an alcove, make sure that there is at least 150mm of space on all sides to ensure good air circulation.

3.0 APPLIANCE DATA

Supply Voltage and rating power : 220-240V AC ~50Hz 1800W
Heating Elements : 2 x 900W
Location : Indoor use only
Fuse Rating : 13Amp
Lighting : LED's
Supply plug/cord : BS1363/1.6 metres length

Contact details	Focal Point Fires Ltd, Avon Trading Park, Christchurch Dorset, BH23 2BT Focal Point Fires Ltd, RBK House, Irishtown, Athlone. CO. Westmeath, N37 XP52, Ireland
Model identifier(s):	ND-181MLR

Item	Symbol	Value	Unit
Heat output			
Nominal heat output	P_{nom}	1.8	kW
Minimum heat output (indicative)	P_{min}	0.9	kW
Maximum continuous heat output	$P_{max,c}$	1.8	kW
Power consumption			

Item	Unit
Type of heat output / room temperature control (select one)	
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	[yes]
with electronic room temperature control	[no]

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3.0 APPLIANCE DATA - CONTINUED

In off mode	P_o	0	W	electronic room temperature control plus day timer	[no]
In standby mode	P_{sm}	N.A.	W	electronic room temperature control plus week timer	[no]
In idle mode	P_{idle}	N.A.	W	**Other control options (multiple selections possible)**	
In network standby	P_{nsm}	N.A.	W	room temperature control, with presence detection	[no]
Standby mode with display of information or status			[no]	room temperature control, with open window detection	[no]
Seasonal space heating energy efficiency in active mode	$\eta_{S,on}$	85	%	distance control option	[no]
				adaptive start control	[no]
				working time limitation	[no]
				black bulb sensor	[no]
				self-learning functionality	[no]
				control accuracy	[no]

4.0 UNPACKING THE APPLIANCE

Read ***all*** the instructions before continuing to unpack or install this appliance. Carefully lift the appliance from the carton. Check that the contents correlate with the component checklist below. Please dispose of all packaging with care at your local recycling centre.

5.0 COMPONENT CHECKLIST

QUANTITY	DESCRIPTION
1	Stove and heater assembly
1	User instruction booklet
1	Remote control

6.0 OPERATING THE APPLIANCE

CONTROLS

Never cover the heater or obstruct the opening at the base of the heater, this could cause overheating.

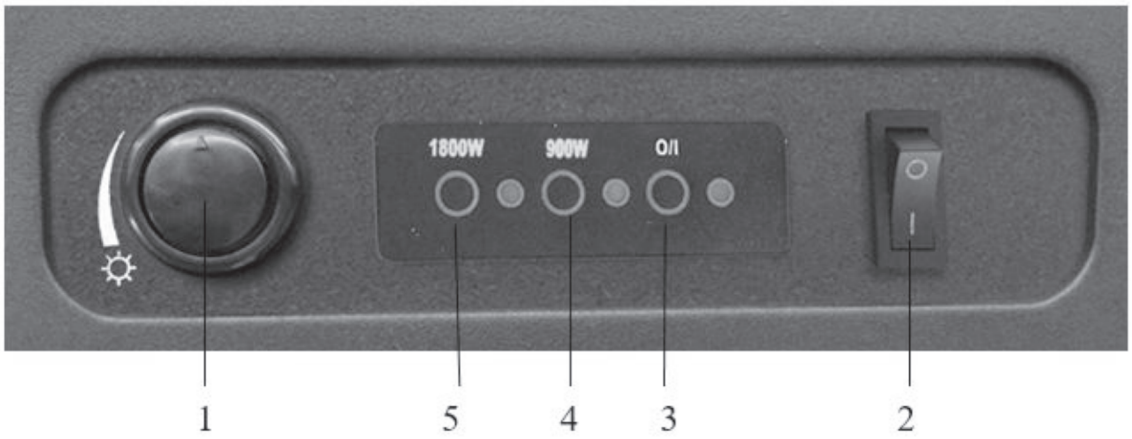
INSTRUCTIONS FOR USE

• The heater can be operated either by the switches located behind the front door of the appliance or by the supplied remote control.
• This heater has a standby switch located behind the front door of appliance. This switch must be in the "ON" position for the heater to operate.

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6.0 OPERATING THE APPLIANCE - CONTINUED

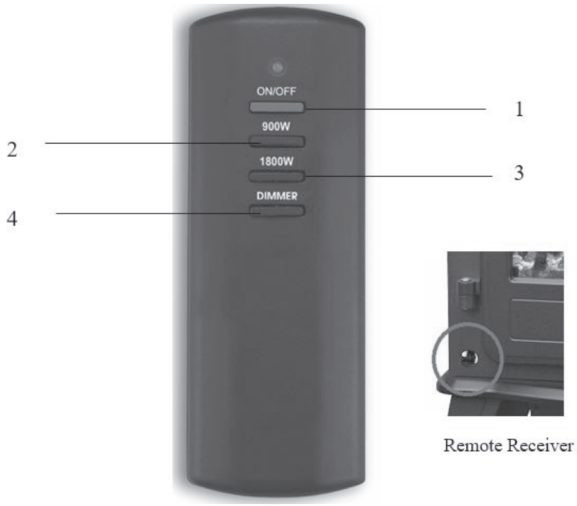
MANUAL OPERATION



• The switches are located behind the front door of the appliance. The standby switch (2) must be switched on.
• Press the O/I button (3) once to turn the heater and flame effect on. A red indicator light will appear to indicate that the function is ON. Press the O/I button for 3 seconds this will operate the dimmer mode to adjust the desired flame brightness setting.
• Press the 900W button (4) once for the low heat settings; press twice to switch the heat setting off.
• Press the 1800W button (5) once for the high heat settings; press twice to switch the heat setting off.
• Rotate the thermostat control knob (1) clockwise or anti-clockwise to increase or decrease desired room temperature setting.
• NOTICE: The heater will only work if the standby switch (2) and the O/I switch (3) is ON and the thermostat (1) is set above the current room temperature.

REMOTE CONTROL

• The standby switch (2) located behind the front door of appliance must be switched on.
• There might be a slight delay for the receiver to respond to the transmitter. Do not PRESS the buttons more than once within two seconds for the correct operation.
• Press the ON/OFF button (1) once on the remote control, this turns the heater and the flame effect ON/OFF.
• Press the 900W button (2) once for the low heat settings; press twice to switch off the heat setting.
• Press the 1800W button (3) once for the high heat settings; press twice to switch off the heat setting.
• Press the DIMMER button (4) for operate the dimmer mode to adjust the desired flame intensity.
• NOTICE: The heater will only work if the standby switch (2) and the O/I switch (3) is ON and the thermostat (1) on the control panel is set above the current room temperature.



7.0 SAFETY CUTOUT SYSTEM

This product has one non-self-resetting overheat protection device (thermal cut-out) which will activate if the air inlets or outlets are obstructed. For safety reasons the fire will NOT switch on again automatically, the following procedure must be carried out before the fire can be operated.
NOTE: The visual effect will remain operational if the cutout is activated, only the fan heater is prevented from working.
Switch OFF the appliance ***at the wall socket or outlet.*** Leave the fire OFF for a period of no less than 10 minutes, ensuring all obstructions are removed. Switch the appliance ON ***at the wall.*** Ensure the appliance is turned ON at the control switches. If the fire fails to operate correctly, repeat the above procedure. If an attempt to switch on the appliance is made before the safety cutout has reset, the appliance may cutout for a further period of time. If the sequence has been followed correctly and the appliance still fails to function, check the fuse in the wall outlet. If this is not the cause, call an electrician or maintenance engineer.

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8.0 MAINTENANCE

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ALWAYS DISCONNECT THE APPLIANCE FROM THE MAINS SUPPLY BEFORE UNDERTAKING ANY MAINTENANCE.

Excluding lamps and fuses, use only genuine spare parts available from your supplier. Replacement lamps must be of the same wattage and specification as those stated in Section 3.0 Appliance Data.

BULB REPLACEMENT

This appliance does not use a standard bulb for its flame effect. The appliance uses an electronically controlled LED system to create the flame effect therefore no parts need to be replaced.

9.0 CLEANING

Before cleaning, always remove the plug from the electrical socket. Ensure that the unit is cool enough to work on.
Do not use harsh chemicals or solvents to clean this product and avoid using abrasive cleaning agents.
The heater and glass parts need only to be wiped clean with a dry, soft cloth; do not use polishes or abrasive materials.
Do not immerse in water or any liquid when you clean it.
Use a slightly damp, lint-free cloth to clean this appliance.

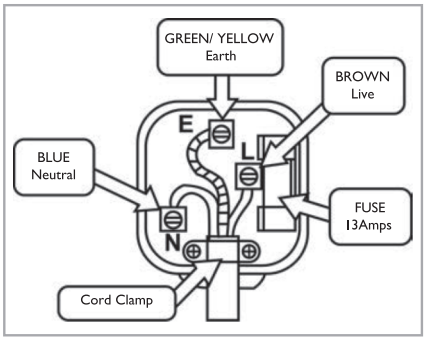
10.0 SPARES

Refer to Section 3.0 Appliance Data for lamp and fuse specification. Excluding lamps and fuses, use only genuine manufacturers spare parts available from your supplier.

11.0 SERVICING

There are no internal user serviceable parts.
Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.

This appliance is supplied with a BS1363 3 pin plug fitted with a 13Amp fuse. Should the fuse require replacing, it must be replaced with a fuse rated at 13Amp and approved to BS1362. In the event of the mains plug being removed/ replaced for any reason, please note : **IMPORTANT:** The wires in the mains lead are coloured in accordance with the following code:
Blue - Neutral, Brown - Live, Green/ Yellow - Earth



As the colours of the wires in the mains lead of this appliance may not correspond with the colour markings identifying the terminals in your plug, proceed as follows. The blue wire must be connected to the terminal marked with an N or coloured black. The brown wire must be connected to the terminal marked with an L or coloured red. The green/yellow wire must be connected to the earth terminal which is marked with an E or with the earth symbol. WARNING: Never connect live or neutral wires to the earth terminal of the plug.
NOTE: If a moulded plug is fitted and has to be removed take great care in disposing of the plug and severed cable, it must be destroyed to prevent engaging into a socket.
Refer to Section 3.0, Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

12.0 TROUBLESHOOTING GUIDE

Fire is not switching on	Ensure the mains switch is on Replace the fuse in the plug
Fire is not emitting any heat	The fire is fitted with an energy saving thermostat. If the temperature in the room is higher than the temperature selected on the fire, then the thermostat will stop the heater from turning on.
Fire shuts off after a period of time	Check that the temperature is not set onto the lower settings. If the room is warm enough the thermostat will stop the fire switching the heat on. Check that the chimney/ flue is blocked off.
Fire seems noisy	There is a level of noise when the flame effect is in use, caused by a motor that helps generate the effect. This noise will be heard when there is not other background noise. There is a higher level of noise associated with the heater motor, this is due to the air flow required when the heat is selected.
Remote is not operating	Before the remote will operate the plastic insulating sheet needs to be removed. Check or replace batteries.

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13.0 3 YEAR GUARANTEE + TERMS & CONDITIONS

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Registration is not required.

Thank you for purchasing a Focal Point Fires fireplace. Our commitment to quality and customer satisfaction is backed by our warranty policy. Please review the following terms and conditions carefully.

The 3-year guarantee is only applicable to purchases made through an authorised stockist/retailer. Please see our website for a list of authorised stockists. Any purchase(s) made through an unauthorised stockist(s) will be eligible for a statutory 1-year guarantee.

Your gas fire must have been commissioned by Gas Safe registered installer, evidence of which you must provide together with the registration number.

All appliances must have been installed and operated in accordance with the manufacturer's instructions.

For any claim to be made within the three years from date of purchase you will be required to provide and supply us with your original proof of purchase.

The 3-year guarantee commences from the date of purchase. The guarantee period will not be extended even if we repair or replace any product or part.

GAS FIRES

Coverage, the warranty covers the following:

• Full coverage of parts and shipping costs for repairs or replacements caused by manufacturing defects or workmanship issues.

• During the guarantee period any product or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material and labour charges, providing that we have authorised or carried out the repair or replacement.

• We will not accept or reimburse the costs of any third party who undertakes any work carried on the product or fits parts, unless we have approved such work in advance of it being carried out.

Exclusions, the warranty does not cover the following:

• Normal wear and tear, including scratches, discoloration, or deterioration of finishes.

• Damage caused by misuse, improper installation, unauthorized modifications, or neglect.

• Consumable components: ceramics including; coals, pebbles, the matrix, front strips, side cheeks, rear panels and tapered rear panels.

• Incidental or consequential damages, including property damage or personal injury.

GAS FIRES CONTINUED

Your gas fire must have been commissioned by Gas Safe registered installer, evidence of which you must provide together with the registration number.

Your appliance must have been serviced annually by Gas Safe registered installer, evidence of which must be provided, such as the receipt. Failure to provide proof of annual servicing will render the warranty void. Servicing records must be continuous (i.e., annually without interruption) and retained for the duration of the warranty. Any damage due to lack of servicing (e.g., carbon buildup, incorrect gas pressure) is excluded.

Purchase(s) must be made through an authorised stockist/retailer.

ELECTRIC FIRES

Focal Point Fires provides a **3-Year Warranty** on all electric fireplaces. The type or warranty available on each model will vary depending on the installation requirements. Built in units that are fixed and cannot be removed, we provide a 3 year limited warranty which is detailed below.

1. Standard Warranty Terms for Wall mounted, freestanding and inset Electric Fireplaces

Coverage, the warranty covers the following:

• Full coverage of parts and shipping costs for repairs or replacements caused by manufacturing defects or workmanship issues.

• Coverage includes replacement parts or a replacement fire if we deem necessary.

• When offered a replacement fire, we will cover the cost for delivering the new model and arrange collection of the faulty model.

Exclusions, the warranty does not cover the following:

• Normal wear and tear, including scratches, discoloration, or deterioration of finishes.

• Damage caused by misuse, improper installation, unauthorized modifications, or neglect.

• Consumable components, such as bulbs or batteries.

• Incidental or consequential damages, including property damage or personal injury.

2. Limited Warranty Terms for Built-In Electric Fireplaces

Fires listed for this warranty:

Eccentra 1250, Eccentra 1500, Eccentra 2000, Eccentra 550, Ennolux 1500 LCD.

Focal Point Fires provides a **3-Year Limited Warranty** on built-in electric fireplaces, structured as follows.

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Coverage:

• **Year 1:** Warranty coverage, including parts, and shipping for manufacturing defects or workmanship issues. Focal Point Fires offers the repair or replacement product within the first year. Focal Point will cover the cost of labour for any required parts to be replaced in the fireplaces. The cost for this must be agreed with our service team before being carried out. This does not extend to remedial works required to the wall, suite or other types of casing used.

Replacement fire offered: In the instance a complete replacement fireplace is provided under the warranty, the cost of labour is not covered by Focal Point Fires. We suggest that the installation design considers the removal of the fire should a replacement be required.

• **Years 2 and 3:** Parts-only coverage for manufacturing defects. Focal Point will provide any required parts to repair the fireplace. The customer is responsible for all labour charges associated with repairs, including removal and reinstallation costs. Focal Point Fires is not responsible for any additional costs incurred in removing or reinstalling the unit, including wall modifications or electrical work.

Installation Requirements:

• The warranty for built-in units is valid only if the fireplace is installed and complies with all local building and safety codes. Proof of professional installation must be provided if a claim is made.

• It is not suitable to screw or drill into the fire. This will void the warranty.

Exclusions, the warranty for built-in units excludes:

• Issues arising from improper installation, including inadequate ventilation or electrical connections.

• Damage caused by power surges, water exposure, or other environmental factors.

• Cosmetic damages after installation, including scratches, dents, or discoloration.

Important notes covering all claims.

• The proof of purchase must be a legible receipt or invoice, showing the retailer's name, purchase date, and product details.

• Failure to provide valid proof of purchase may result in the claim being denied.

• The warranty is non-transferable and applies only to the original purchaser.

• Any repairs or modifications not approved in writing by Focal Point Fires will void this warranty in its entirety.

Making a claim

Making a claim is easy. If you wish to make a claim under our guarantee and all the terms and conditions for your product have been met, then please submit the following Information to our dedicated service team: 3g@focalpointfires.co.uk

For mailing claims, please send to: Focal Point Fires Limited, 3G Service Department, Avon Trading Park, Christchurch, Dorset, BH23 2BT.

What to send

• Name, full address including postal code and contact telephone number.

• A copy of your proof of purchase e.g. receipt or bank statement.

• Brief description of the issue

• Supporting images

Gas only

• Original installers Gas Safe registration number (gas fires only).

• Annual service receipt for every 12 months (gas fires only).

Please note that this does not affect your statutory rights.

This product complies with conformity requirements of the applicable European Regulations or Directives.

We appreciate your trust in Focal Point Fires and look forward to warming your space for years to come.

CE This product complies with conformity requirements of the applicable European Regulations or Directives.

UKCA This product complies with conformity requirements of the applicable UK Regulations.

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.

As our policy is one of continuous improvement and development, we therefore hope that you will understand we must retain the right to amend details and/or specifications without prior notice.

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