FOCALPOINT

INSTALLATION & USER INSTRUCTIONS



RAVENSDALE WALL HUNG ELECTRIC FIRE

MODELS COVERED:

RAVENSDALE 800, 1200 & 1500

3 YEAR GUARANTEE

3-Year Guarantee
Subject to terms and conditions.
For more information please visit: www.focalpointfires.co.uk

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

All instructions must be handed to the user for safe keeping.

EN

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1.0 IMPORTANT NOTES

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 PERSONS, INCLUDING THE FOLLOWING:

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

This appliance can be used by children aged from eight 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.

DO NOT switch the appliance on until it has been properly installed as described in this installation manual.

Children of less than three years should be kept away unless continuously supervised. Children aged from three years and less than eight 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 three years and less than eight 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, 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.

WARNING: This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

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.

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.

DO NOT use this heater if it has been dropped.

DO NOT use if there are visible signs of damage to the heater.

Use this heater on a horizontal and stable surface, or fix it to the wall, as applicable.

WARNING: Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

WARNING: To reduce the risk of fire, keep textiles, curtain, or any other flammable material a minimum distance of 1m from the air outlet.

2.0 INSTALLATION REQUIREMENTS

The appliance is supplied with a pre-wired with a three-pin BS 1363/1.7 metres length plug, 13 Amp fuse rated electrical cable. It is therefore necessary for a suitable electrical socket to be located within this distance and be easily accessible. This appliance is designed to be inset into the wall, using the wall fixtures/fixings provided.

This appliance is suitable for installation in static holiday/park homes.

WARNING

The wall where the appliance is to be installed must be capable of long-term support of the total load of the appliance.

Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.



3.0 APPLIANCE DATA

Ravensdale 800 Net Weight: 16kg	Ravensdale 1200 Net Weight: 20kg	Ravensdale 1500 Net Weight: 30kg	Fuse Rating: 13 Amp
Dimensions: See Page 22			Heating Elements: 1500 – 1800W
Supply Voltage and Rating Power: 220-240V AC, 50Hz 1500-1800W			Lighting: LED
Location: Indoor Use Only			Supply Plug: BS1363; 1.7 metres

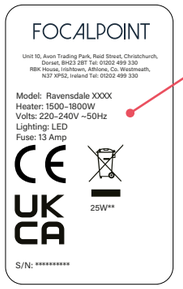
This fire is fitted with LED's (Light Emitting Diode) in place of conventional bulbs. LED's generate the same light levels as conventional bulbs, but use a fraction of the energy consumed. LED's are maintenance free and should not require replacing during the life of the product.

Ravensdale 800, Ravensdale 1200 & Ravensdale 1500

Item	Symbol	Value	Unit
Heat output			
Nominal heat output	P_{nom}	1.50-1.80	KW
Minimum heat output (Indicative)	P_{min}	0.90	KW
Maximum continuous heat output	$P_{max, c}$	1.80	KW
Power consumption			
In off mode	Po	0.00	W
In standby mode	Psm	0.41	W
In idle mode	Pidle	0.41	W
In network standby	Pnsm	0.00	W
Standby mode with display information or status			NO
Season space heater energy efficiency in active mode	$\eta S_{,on}$	92.0	%

Item	Unit
Types of heat input, for electric storage local space heaters only	
Manual heat charge control with integrated thermostat	NO
Manual heat charge control with room and/or outdoor temperature feedback	NO
Electronic heat charge control with room and/or outdoor temperature feedback	N/A
Fan assisted heat output	N/A
Type of heat output/room temperature control	
Single stage heat output and no room temperature control	NO
Two or more manual stages no temperature control	NO
With mechanical thermostat room temperature control	NO
With electronic room temperature control	NO
Electronic room temperature control plus day timer	NO
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	NO
With working time limitation	NO
With black bulb sensor	NO

THE DATA LABEL, INCLUDING THE MODEL AND SERIAL NUMBER, CAN BE FOUND ON THE TOP LEFT, REAR OF THE FIREBOX.





4.0 UNPACKING THE APPLIANCE

CAUTION: THIS APPLIANCE IS HEAVY. ALWAYS SEEK ASSISTANCE WHILST UNPACKING AND/OR DURING INSTALLATION. PLEASE READ ALL INSTRUCTIONS BEFORE CONTINUING TO UNPACK OR INSTALL APPLIANCE.

BEFORE STARTING THE INSTALLATION OF THIS FIREPLACE, PLEASE READ THE FOLLOWING:

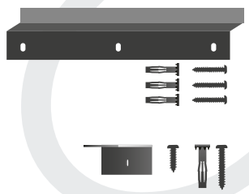
- The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.
- When lifting the electric fire, always keep your back straight. Bend your legs and not your back. Avoid twisting at the waist. It is better to reposition your feet.
- Avoid upper body / top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways while handling the heater.
- Always grip the appliance 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 minimize the cantilever action.
- Use gloves to provide additional grip.
- Unpack the package and lift the product gently out of the box, put it on a flat surface with the front panel facing forward.

IMPORTANT: PLEASE READ COMPLETELY THROUGH THE INSTRUCTIONS AND VERIFY THAT ALL LISTED PARTS ARE PRESENT BEFORE ASSEMBLY.

5.0 COMPONENT CHECKLIST

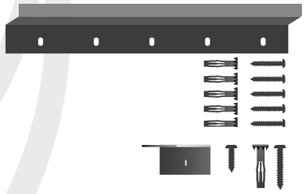
RAVENSDALE 800

Description	Quantity
Heater unit	1
Remote handset	1
Wall fixing kit	
Wall mounting bracket	1
L-shaped bracket	1
Firebox screws	1
Wall screws	4
Wall plugs	4



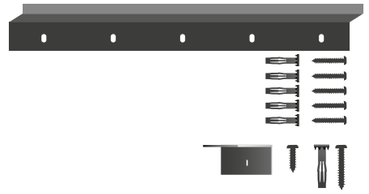
RAVENSDALE 1200

Description	Quantity
Heater unit	1
Remote handset	1
Wall fixing kit	
Wall mounting bracket	1
L-shaped bracket	1
Firebox screws	1
Wall screws	6
Wall plugs	6



RAVENSDALE 1500

Description	Quantity
Heater unit	1
Remote handset	1
Wall fixing kit	
Wall mounting bracket	1
L-shaped bracket	1
Firebox screws	1
Wall screws	6
Wall plugs	6



6.0 SITE REQUIREMENTS

- It should be noted that the appliance creates warm convected air currents. These currents move heat from the room surroundings to, and up the wall surfaces adjacent to the heater.
- Installing the heater next to these types of wall coverings or operating the heater where impurities in the air, (such as tobacco smoke) exist, may slightly discolour wall finishing.
- If the appliance is to be secure on a dry lined or timber framed construction then the integrity and ability of the wall to secure the appliance must be confirmed. It is important in these circumstances that any vapour barrier and or structural members of the house frame are not damaged.
- If you are unsure of the ability of the wall to secure the appliance and or which type of wall fixing to use, you should take professional advice and obtain the correct fixings. Alternatively, find a more suitable wall location.

DO NOT:

- Mount on a ceiling or floor
- Run the supply cable under carpets
- Site any electrical equipment e.g. plasma screen TV sets etc, on the wall above the appliance.
- Site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack
- Site behind an opening door where mechanical impact/damage could occur
- Site where the supply cable would become a trip hazard
- Sit, stand or forcefully pull on the appliance
- Obstruct, cover or force items into the openings
- Use the heater to dry clothes
- Site/use in an outdoor location(s)

7.0 CLEARANCE TO COMBUSTIBLES

- The minimum distance from the top of the appliance to a ceiling is 500mm
- The minimum distance to the sides of the appliance is 100mm
- The minimum distance to the front of the appliance is 500mm

It is important that the following clearances are maintained from the appliance to combustible materials. These clearances are dependent on the securing location as defined above.

8.0 INSTALLATION

CAUTION: DO NOT CONNECT THE APPLIANCE TO THE ELECTRICAL SUPPLY AT THIS TIME

Focal Point Fires Limited assumes absolutely no responsibility for injuries and damages that may occur due to improper installation or handling.

Remove any protective film coatings from the finished/decorative surfaces of the appliance, if any. After having selected the final position of the appliance taking into account the integrity of the wall the electric suite may be secured to the wall.

To ensure customer safety, be sure to design the installation so that the strength of both the wall and any wall fixings used are sufficient. The appliance should not be installed until all wet plastering and/or dry wall sanding and wall painting has been completed. Do not block the ventilation holes of the appliance. The wall onto which the appliance is installed must be flat. Install only on a vertical surface. Avoid sloped surfaces. Installation onto anything other than a vertical wall may result in fire, damage or injury.

If the appliance is to be mounted on the inner leaf of a conventional cavity brick wall, or a solid wall, then the wall plugs and fixing screws provided may be used. Depending on the condition of the wall it may be necessary to use additional fixing In this situation, any additional fixings and wall plugs should be of the same size and type as the ones provided.

If the appliance is to be mounted on a dry lined wall or a timber framed construction wall then efforts should be made to fix one position vertically, into one of the wooden studs, or supporting wooden members of the wall using the fixing screws provided. If this is not achievable then the wall should be strengthened using appropriate building materials.

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.

PLEASE NOTE: BEFORE DRILLING INTO WALLS, ALWAYS CHECK THAT THERE ARE NO HIDDEN WIRES, PIPES, ETC. MAKE SURE THAT SCREWS AND WALL PLUGS SUPPLIED ARE SUITABLE FOR SUPPORTING THE UNIT IN YOUR SURFACE. CONSULT A QUALIFIED PERSON IF YOU ARE NOT SURE. ENSURE THE PLUG OR FUSE SPUR IS FULLY ACCESSIBLE.

WARNING: BEFORE ENCLOSING THE APPLIANCE, TEST THE POWER IN SITUATION IN, ORDER TO ENSURE THE POWER TO THE APPLIANCE WORKING PROPERLY.

IF THE APPLIANCE IS FITTED INTO AN OPEN CHIMNEY, THE CHIMNEY **MUST** BE BLOCKED OFF TO REDUCE THE RISK OF DRAFT AND DAMP THROUGH THE FIRE, WHICH MAY CAUSE THE SAFETY CUT OUT SYSTEM IN THE FAN HEATER TO OPERATE.

8.0 INSTALLATION

1. Find the optimal place to mount your wall-mounted fire. Consider the proper position relative to your room, placement of furniture and windows.

2. Hold the mounting bracket up to the wall to verify the correct location and ensure that the mounting bracket is level. Use a pencil to mark the mounting holes on the all at the desired mounting locations, using the mounting bracket as a template.

3. With an electric drill (not included) on its low setting, drill 8mm diameter holes at least 50mm deep on the marked points.

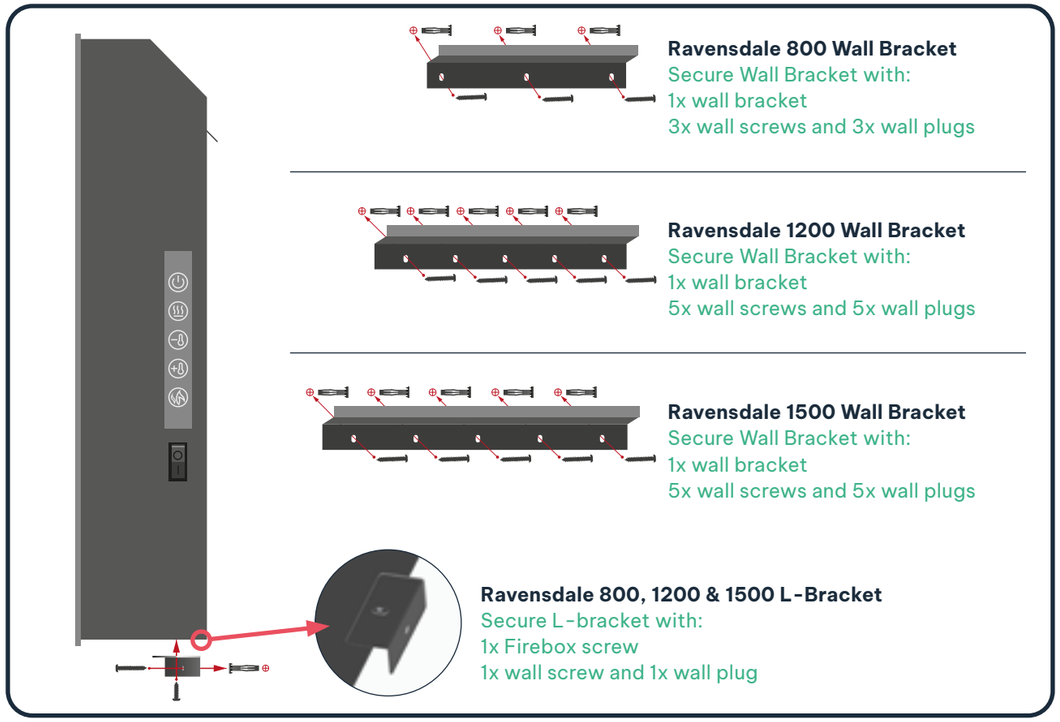
NOTE: IF INSTALLING THE MOUNTING BRACKET ON A STUD WALL, THERE IS NOT NEED TO DRILL THE HOLES IN THE WOOD AND NO NEED FOR THE PLASTIC WALL ANCHORS. IT IS RECOMMENDED TO INSTALL THE MOUNTING BRACKET INTO AT LEAST ONE WOODEN STUD.

4. Insert the wall plugs into the holes in the wall, place the hanging bracket back into position, level, then screw into place with the wall screws provided.

5. Next, using the firebox screw provided screw the L-shaped bracket onto the bottom of the firebox. Align the drilled holes and secure the bracket to the bottom of the firebox. See diagram below.

6. Mark the bottom hole position on the wall with a pencil then drill an 8mm diameter hole ≥50mm deep. Tap the wall plug into the hole, flush with the wall.

7. Hang the appliance back onto the wall bracket, then align the L-bracket hole and hole in the wall. Then screw the wall fixing screw through the bottom bracket, securing the appliance to the wall.



Ravensdale 800 Wall Bracket
Secure Wall Bracket with:
1x wall bracket
3x wall screws and 3x wall plugs

Ravensdale 1200 Wall Bracket
Secure Wall Bracket with:
1x wall bracket
5x wall screws and 5x wall plugs

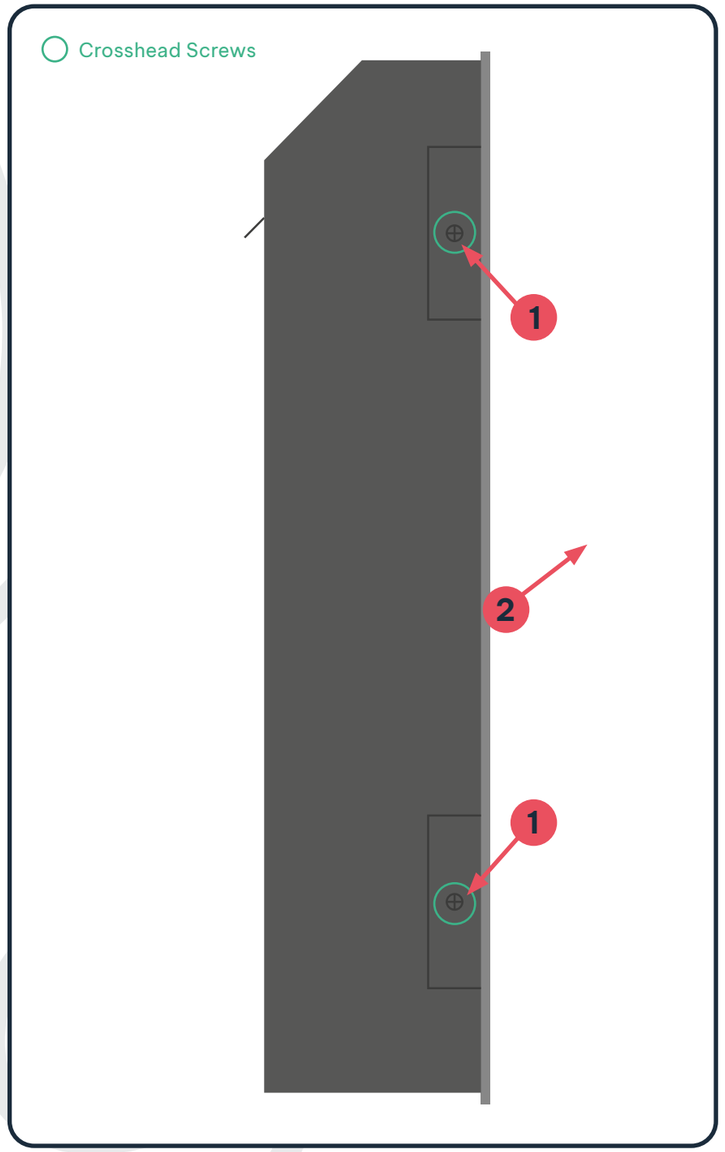
Ravensdale 1500 Wall Bracket
Secure Wall Bracket with:
1x wall bracket
5x wall screws and 5x wall plugs

Ravensdale 800, 1200 & 1500 L-Bracket
Secure L-bracket with:
1x Firebox screw
1x wall screw and 1x wall plug

9.0 REMOVING THE FRONT GLASS

WE STRONGLY RECOMMEND USING PROTECTIVE GLOVES. ENSURE THE GLASS IS SUPPORTED AT ALL TIMES.

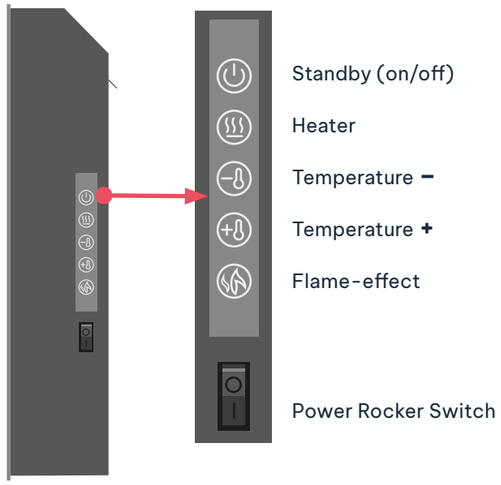
1. To remove the front glass from the appliance, use a cross headed screwdriver to remove the two screws from both sides of the appliance, holding the glass in place.
2. Next, gently leaver the top of the glass towards you, ensuring you have full support of the glass.
3. Lift the glass up and out fr om the appliance and place the glass on a soft, flat surface on the floor.
4. To re-install the glass, see the instructions in reverse order.



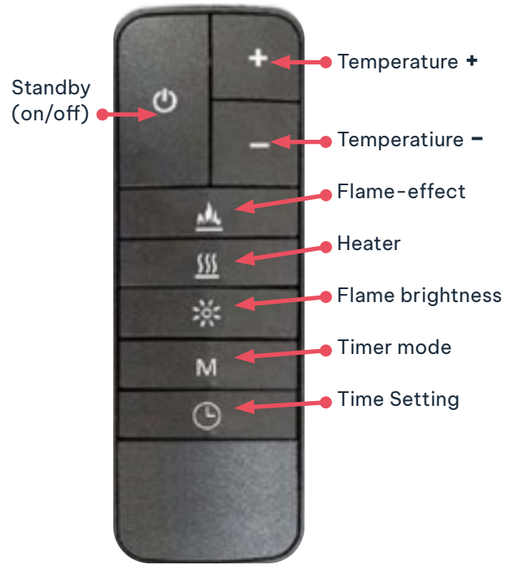
10.0 OPERATING THE APPLIANCE

The unit can be operated either by the control panel located on the front right hand side of the unit or by using the remote control supplied. For the unit to operate, the manual ON/OFF switch, located on the right hand side of the appliance must be switched to the "I" position.

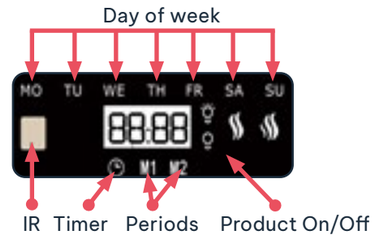
CONTROL PANEL



REMOTE CONTROL BUTTONS



DIGITAL DISPLAY



NOTE: BEFORE ATTEMPTING ANY OPERATION WITH THE REMOTE, PRESS AND SLIDE THE BATTERY DOOR (ON THE BACK OF REMOTE) OPEN AND INSERT TWO AAA BATTERIES CHECKING THAT THE + AND – SIDES OF THE BATTERY MATCH INSIDE THE BATTERY COMPARTMENT, CLOSE THE BATTERY DOOR.

10.0 OPERATING THE APPLIANCE - CONTINUED

NOTE: THE UNIT MAY EMIT A SLIGHT, HARMLESS ODOUR AND SMOKE WHEN FIRST USED. THIS ODOUR & SMOKE IS NORMAL AND IT IS CAUSED BY THE INTERNAL HEATING OF THE INTERNAL HEATER PARTS AND WILL NOT OCCUR AGAIN.

NOTE: THE FUNCTION BELOW CAN BE CONTROLLED EITHER BY KEY BOARD OR REMOTE CONTROL, BEFORE THE POWER BUTTON, ENSURE THE MANUAL ON/OFF SWITCH IS SWITCHED TO THE "I" POSITION.

POWERING THE FIREPLACE

Press the rocker switch to power on and put into stand-by mode. Then press the ⏻ button on either the remote or control panel to turn on the fire. The current room temperature will then be displayed.



Press the ⏻ button again to turn off all functions.

NOTE: THE FLAME, FUEL BED AND HEAT SETTINGS (H1, H2) AND TEMPERATURE ARE HELD IN MEMORY FOR THE NEXT TIME WHEN POWERED OFF BY THE ⏻ POWER BUTTON. WHEN USING THE ROCKER SWITCH TO POWER OFF ALL SETTINGS WILL RESET THE NEXT TIME THE FIREPLACE IS POWERED ON. THE DEFAULT TEMPERATURE (25°C) WILL BE ACTIVATED WHEN THE HEATING FUNCTION IS TURNED ON.

TEMPERATURE SETTING ⊕ & ⊖

Adjust the temperature to the desired setting (15°– 30°C Range) using the ⊕ & ⊖.

NOTE: WHEN ADJUSTING THE TEMPERATURE BY USING + AND –, THE HEATER WILL TURN ON IF THE ROOM TEMPERATURE IS LOWER THAN THE SET TEMPERATURE IN EITHER HEAT MODE, H2 (1800W) OR H1 (900W).

HEATER OPERATION

Press the button once to select Full Heat (1800W) and H2 with the red flame symbol will be displayed.



Press the button twice to select Half Heat (900W) and H1 with the orange flame symbol.

Press the button three times to turn off the heater.



NOTE: EACH HEAT SETTING WILL OPERATE UNTIL THE SET TEMPERATURE IS REACHED. THE HEATER CANNOT BE TURNED ON IF THE ROOM TEMPERATURE IS WARMER THAN THE SET TEMPERATURE ON THE APPLIANCE.

NOTE: THE FAN WILL RUN FOR APPROXIMATELY ONE MINUTE AFTER THE HEATING FUNCTION IS TURNED OFF TO REMOVE ANY RESIDUAL HEAT FOR THE UNIT TO PROTECT THE CONTROL COMPONENTS FROM ANY POTENTIAL OVERHEATING.

OPEN WINDOW DEVICE FUNCTION

This appliance has open window detection function, When the heater is on operation (H1 or H2). once the ambient temperature drops 5°C within 10 minutes, the digital display will continue show **ECO**. It means the window is open or there has been a dramatic drop in temperature in the room. Close any open windows or doors allowing cooler air into the room, push on product or remote control to restart heater.



10.0 OPERATING THE APPLIANCE - CONTINUED

FLAME-EFFECT OPTIONS

By pressing the button, you can set the different Flame Effect Colour options below.

– –	No flame picture
FE	Flame & Fuel Bed Only
-E	Fuel Bed Only
F–	Flame Only

NOTE: WHEN ONE OF THESE SETTINGS HAVE BEEN SELECTED AND TURNED OFF IN THAT STATE, THIS MODE WILL BE THE CURRENT SETTING WHEN THE UNIT IS SWITCHED BACK ON BY EITHER MANUAL OR REMOTE OPERATION.

ADJUSTING THE FLAME EFFECT AND FUEL BED BRIGHTNESS

Adjust the flame-effect and fuel bed brightness by pressing the button.

H = MAXIMUM



C = INTERMEDIATE



L = MINIMUM



SETTING THE TIME & DAY (24 HOUR CLOCK)

1. Press the Power button to turn the unit on.
2. Press & hold the Time Setting button for two seconds to display the time & day (no numbers are shown, as the time is not set).
3. Press the Time Setting button and the day setting will flash
4. Adjust the day setting using the ⊕ & ⊖ buttons.
5. Press the Time Setting button and the hour setting will flash. Adjust the hour setting using the ⊕ & ⊖ buttons.
6. Press the Time Setting button and the minute setting will flash. Adjust the minute setting using the ⊕ & ⊖ buttons.
7. Press the Time Setting button to set the time & exit the time/date set-up.





10.0 OPERATING THE APPLIANCE - CONTINUED

SETTING THE WEEKLY TIMER 'M'

The Timer allows for two ON/OFF periods (M1/M2) for each day of the week and the timer can be set using the following procedure:

1. Press the Power button to turn the unit on.



2. Press and hold the Timer Mode button **M** for two seconds to enter the timer settings. The settings for the first ON/OFF period (M1) for Monday will be shown with the first ON time and hour setting flashing.

3. Adjust the hour setting using the ⊕ & ⊖ buttons and press the Time Setting button to select the minute setting. With the minute setting flashing, adjust the minute setting using the ⊕ & ⊖ buttons.



4. Press the Time Setting button and the display will move to the first OFF time setting.

5. Repeat steps 2 & 3 to set the first OFF time.

6. Press the Time Setting button and the display will move to the 2nd ON/OFF period (M2) with the second ON time setting displayed.



7. Repeat steps 2 to 5 to set the second ON/OFF period.

8. Press the Time Setting button and the display will move to the 1st ON/OFF period (M1) for Tuesday with the first ON time setting dis played.

9. Repeat steps 2 to 8 for Tuesday's settings and repeat this process for Wednesday to Sunday's settings.

10. Having confirmed Sunday's settings, exit the timer settings by not using the remote for 10 seconds and the unit will default into normal operating mode. To activate the timer settings, press the Timer Mode button until the timer symbol is displayed on the screen.



NOTE: THE TIME & DAY MUST BE SET BEFORE THE TIMER MODE CAN BE ACTIVATED. THE UNIT CAN STILL BE OPERATED NORMALLY WHEN IN THE TIMER MODE USING THE HEATER FUNCTION.

11.0 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 CUT-OUT 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 CUT-OUT HAS RESET, THE APPLIANCE MAY CUT-OUT 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.

12.0 CLEANING AND MAINTENANCE

ALWAYS DISCONNECT THE APPLIANCE FROM THE MAINS SUPPLY OUTLET SOCKET BEFORE UNDERTAKING ANY CLEANING OR MAINTENANCE!

For general cleaning use a soft clean duster - never use harsh abrasive or cleaners. The glass panels should be cleaned carefully with a soft cloth.

If in doubt consult a qualified electrician. Refer to Section 3.0 Appliance Data for fuse specification.

Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

REPLACING THE REMOTE CONTROL BATTERY:

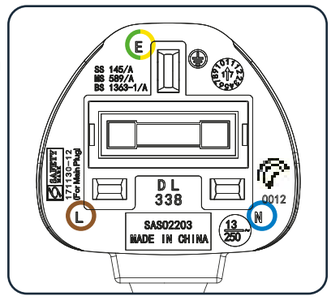
1. Slide open the battery cover on the back of the remote control.
2. Install AAA batteries into the remote control.
3. Replace the battery cover.



13.0 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 BS 1363 3-pin plug fitted with a 13 Amp fuse. Should the fuse require replacing, it must be replaced with a fuse rated at 13 Amp and approved to BS 1362. In the event of the mains plug being removed/ replaced for any reason.



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 Nor 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.

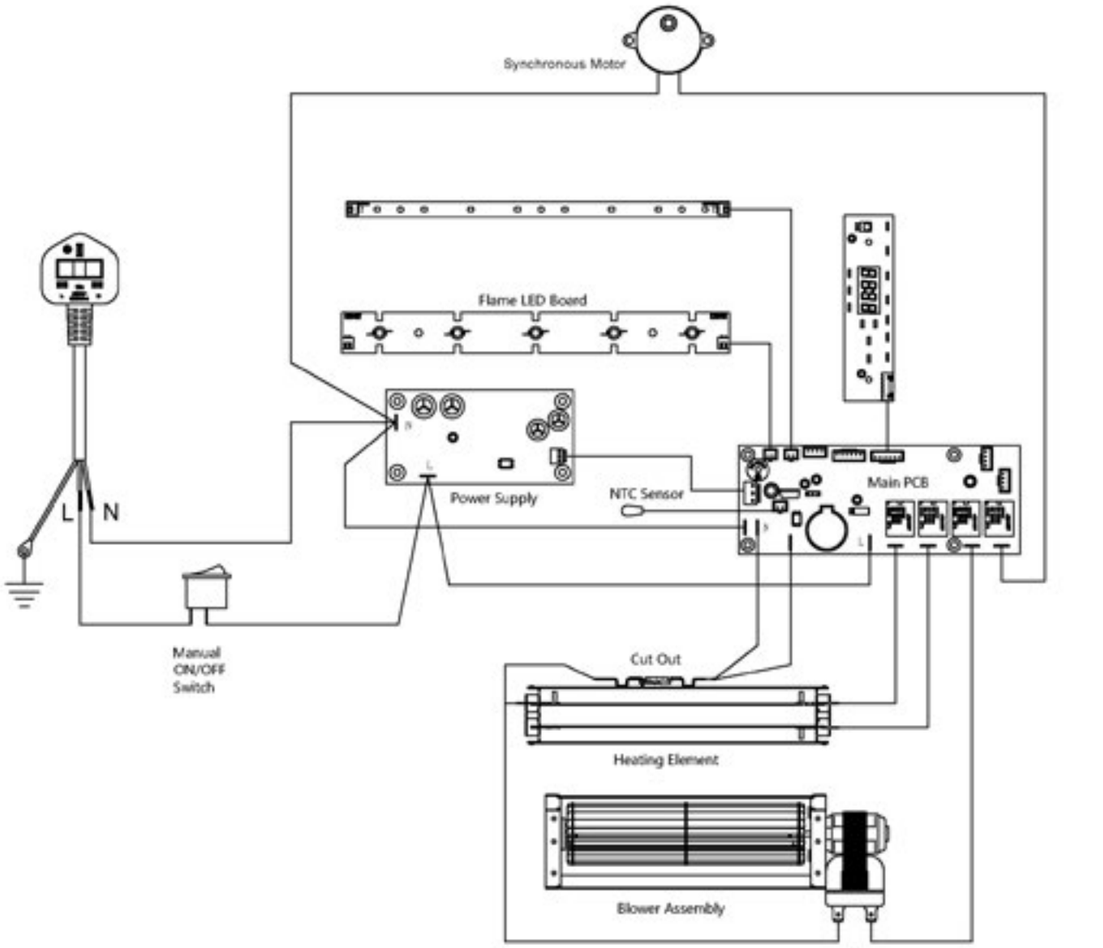
Refer to Section 3.0, Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

14.0 TROUBLESHOOTING GUIDE

Fire is not switching on	Ensure mains switch is on Replace the fuse in the plug.
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. For example, if the room temperature is 22°C or above and the fires heater is set at 22°C, then the heater will not be required until the room temperature drops below 22°C. If this is the case select a higher temperature setting than the room's temperature and the heater will begin to operate. The safety cut-out may have been operated. Switch the appliance off, leave for 10 minutes then switch back on.
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 air inlet/outlet is blocked off. Check that the window detection sensor has not activated.
remote control is not operating	Check or replace batteries.
Display panel shows E1	The thermostat sensor may be broken or disconnected If EI is shown, please contact customer support
Display panel shows E2	The thermostat may be broken If E2 is shown, please contact customer support.
Display panel shows E3	Manual reset overheat protection has been triggered. Check the air inlets or outlets are not blocked or obstructed and unplug the fire for 30 minutes to allow it to cool down. Once cooled, plug the fire back in, if the display still shows E3, contact customer support.

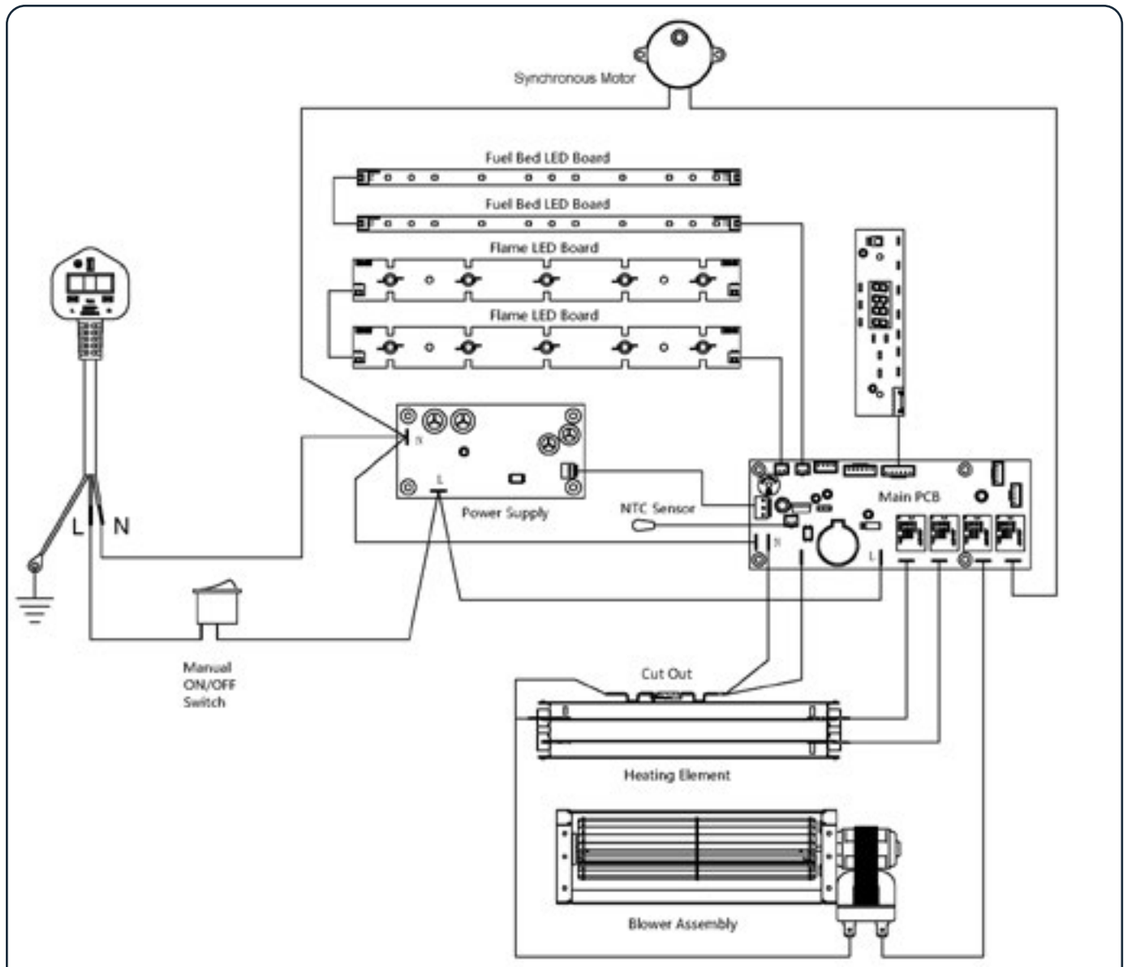
15.0 WIRING DIAGRAM

RAVENSDALE 800



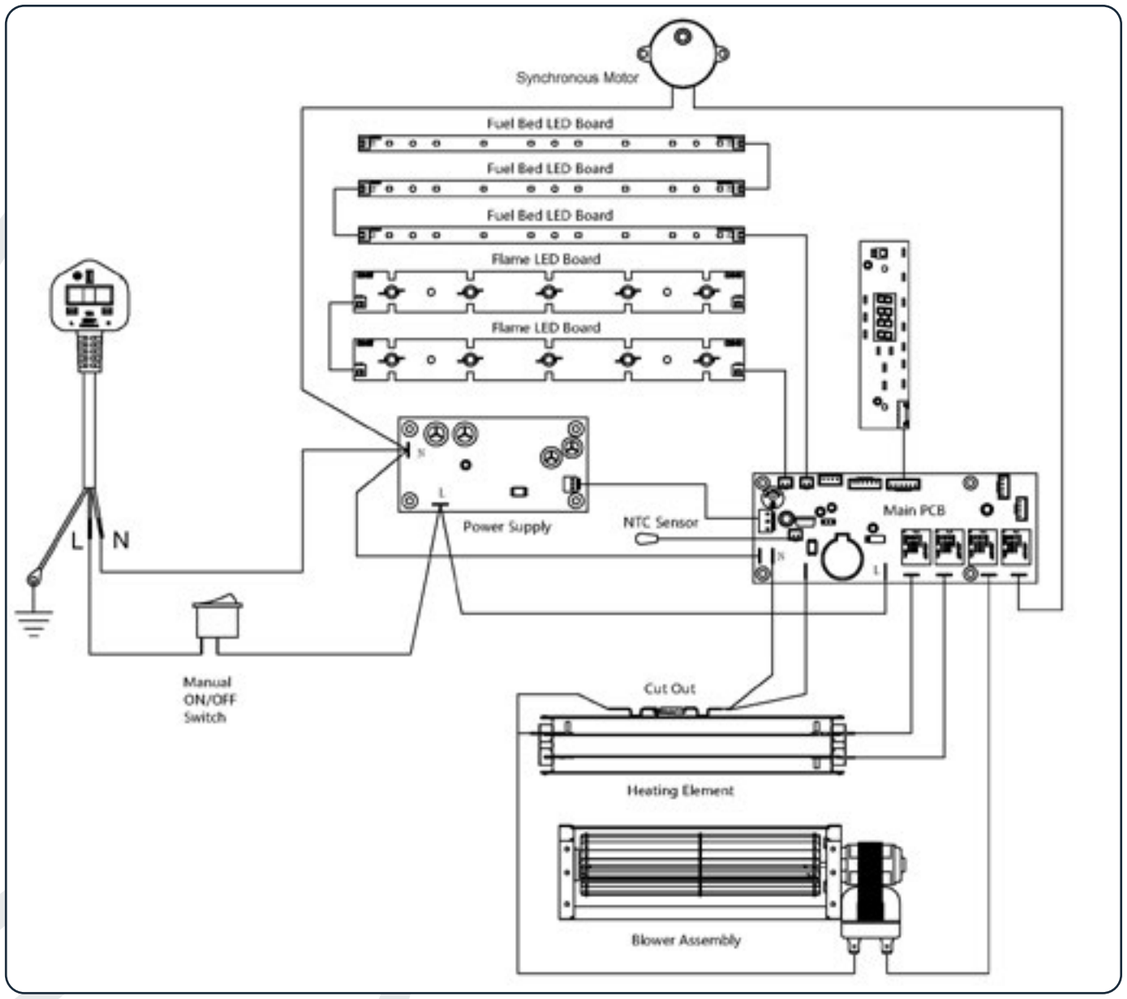
15.0 WIRING DIAGRAM

RAVENSDALE 1200



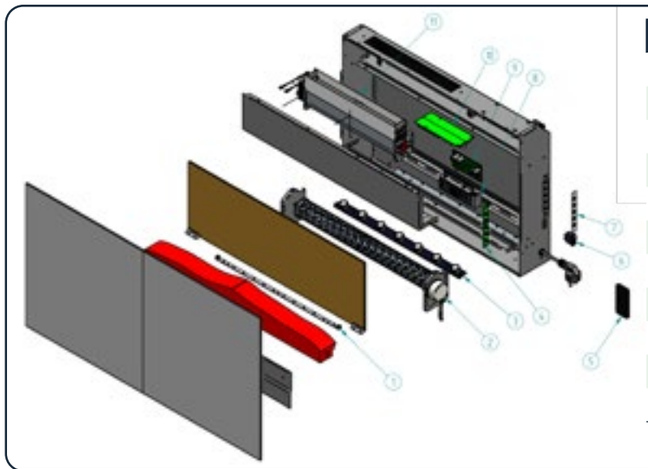
15.0 WIRING DIAGRAM

RAVENSDALE 1500



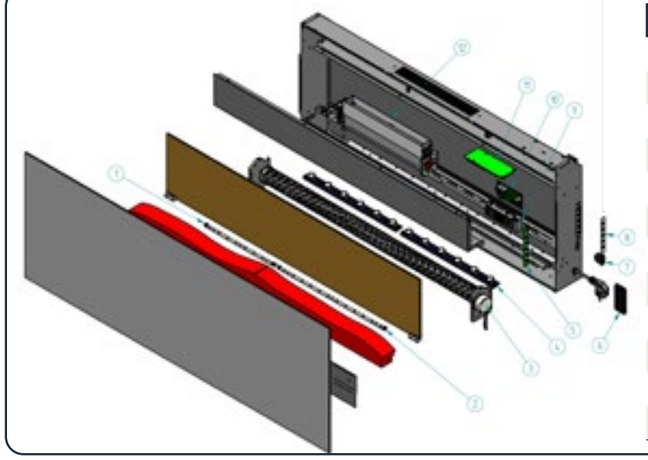
16.0 RAVENSDALE SPARE PARTS

RAVENSDALE 800



No.	Part No.	Description	Qty.
1	F960609	Fuel Bed Large LED Strip	1
2	F960610	Rotisserie Motor	1
3	F960624	Flame-effect LED Strip	1
4	F960612	Control Panel	1
5	F960613	Remote Handset	1
6	F960614	Isolator Switch	1
7	F960615	Control Panel Cover	1
8	F960616	Readout Panel	1
9	F960617	Small PCB	1
10	F960618	Large PCB	1
11	F960619	Fan & Heater Assembly	1

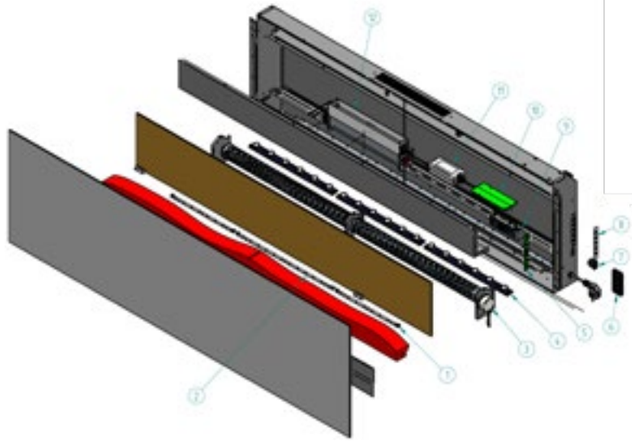
RAVENSDALE 1200



No.	Part No.	Description	Qty.
1	F960608	Fuel Bed Small LED Strip	1
2	F960609	Fuel Bed Large LED Strip	1
3	F960610	Rotisserie Motor	1
4	F960611	Flame-effect LED Strip	2
5	F960612	Control Panel	1
6	F960613	Remote Handset	1
7	F960614	Isolator Switch	1
8	F960615	Control Panel Cover	1
9	F960616	Readout Panel	1
10	F960617	Small PCB	1
11	F960618	Large PCB	1
12	F960619	Fan & Heater Assembly	1

16.0 RAVENSDALE SPARE PARTS

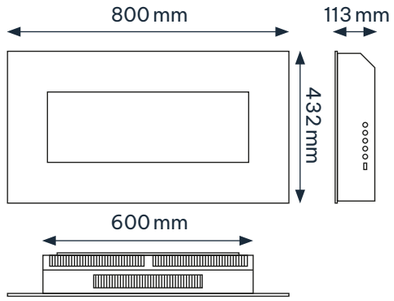
RAVENSDALE 1500



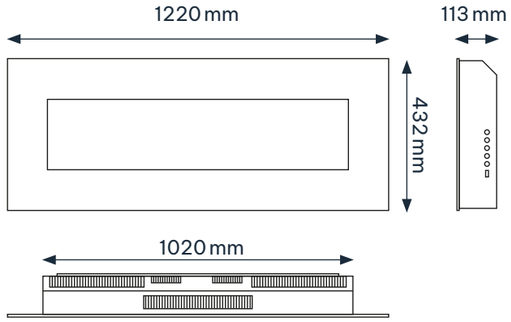
No.	Part No.	Description	Qty.
1	F960608	Fuel Bed Small LED Strip	2
2	F960609	Fuel Bed Large LED Strip	1
3	F960610	Rotisserie Motor	1
4	F960611	Flame-effect LED Strip	3
5	F960612	Control Panel	1
6	F960613	Remote Handset	1
7	F960614	Isolator Switch	1
8	F960615	Control Panel Cover	1
9	F960616	Readout Panel	1
10	F960617	Small PCB	1
11	F960618	Large PCB	1
12	F960619	Fan & Heater Assembly	1

17.0 RAVENSDALE DIMENSIONS

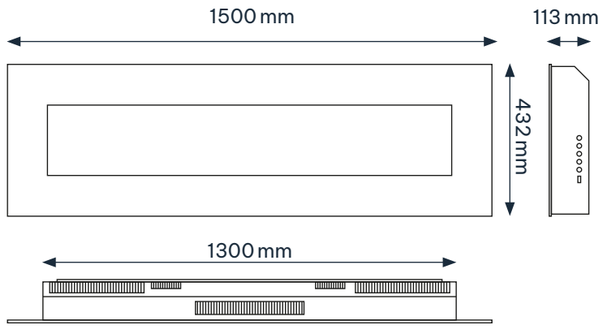
RAVENSDALE 800



RAVENSDALE 1200



RAVENSDALE 1500



18.0 GUARANTEE / T&C'S

REGISTRATION IS NOT REQUIRED.

Thank you for purchasing a Focal Point 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.

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.

ELECTRIC FIRES

Focal Point 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.

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 and/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, discolouration, 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.

18.0 GUARANTEE / T&C'S – CONTINUED

LIMITED WARRANTY TERMS ELECTRIC FIREPLACES

FIRES LISTED FOR THIS WARRANTY: Ravendsale 800, Ravensdale 1200 & Ravensdale 1500.

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

COVERAGE:

Year 1: Warranty coverage, including parts, and shipping for manufacturing defects or workmanship issues. Focal Point 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. 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 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 will void this warranty in its entirety.

18.0 GUARANTEE / T&C'S – CONTINUED

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 via email at: 3g@focalpointfires.co.uk

For mailing claims, please send to: Focal Point Fires Limited, 3G Service Department, Unit 10 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

Waste electrical appliances 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.

INSTALLER NOTES

FOCALPOINT



Focal Point Fires Limited, Unit 10 Avon Trading Park, Christchurch, Dorset BH23 2BT, United Kingdom
RBK House, Irishtown, Athlone, Co.Westmeath, N37 XP52, Ireland
sales@focalpointfires.co.uk

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