

## BLACK EDITION INSTALLATION MANUAL

### E-LECTRA & VOLANTE



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The following materials and components should be disposed of in accordance with the below table.

<b>Metal - Steel or cast iron</b>	Can be taken to a local recycling centre for reuse to reduce waste going to landfill.
<b>Glass &amp; Screens</b>	Can be taken to a local recycling centre for reuse to reduce waste going to landfill.
<b>Vermiculite</b>	Non hazardous material. Vermiculite can be crushed up and used for plant bedding and ash used for composting or disposed of at a local recycling centre for reuse to reduce waste going to landfill.
<b>Electrical components - Fans, heater elements, PCB's, Power pack's, LED's</b>	Dispose at a local recycling centre In accordance with latest WEEE directive.
<b>Log fuel effects</b>	These logs contain refractory ceramic fibre materials which requires disposal in accordance with WEEE legislation.
<b>Natural Wood</b>	Can be taken to a local recycling centre for reuse to reduce waste going to landfill.

## EU DIRECTIVES

All Evonic Fires products meet the requirements of the EC Directives. These directives have been met by compliance with the following standards:

EU 2011-65/EU 2015/863 Restriction of Hazardous Substances.

References to the relevant designated standards used:

EN 55014-1:2006 + A1:2009 + A2:2011 Electromagnetic Compatibility.

EN 55014-2:2015 Electromagnetic Compatibility.

EN 61000-3-2:2014 Electromagnetic Compatibility (EMC). Limits. Limits for Harmonic Current Emissions.

EN 61000-3-3:2013 Electromagnetic Compatibility (EMC). Limits. Limitation of Voltage Changes, Voltage Fluctuations and Flicker.

EN 60335-1:2012 + A11:2014 Household and similar electrical appliances - Safety

EN 60335-2-30:2009+A11:2012 Household and similar electrical appliances. Safety. Particular requirements for room heaters

## UKCA STANDARDS

All Evonic Fires products are in conformity with the relevant UK Statutory Instruments (and their amendments).

2016 No. 1101 The Electrical Equipment (Safety) Regulations 2016

2016 No. 1091 The Electromagnetic Compatibility Regulations 2016

2012 No. 3032 The Restriction Of Use Of Certain Hazardous Substances In Electrical And Electronic Equipment Regulations 2012



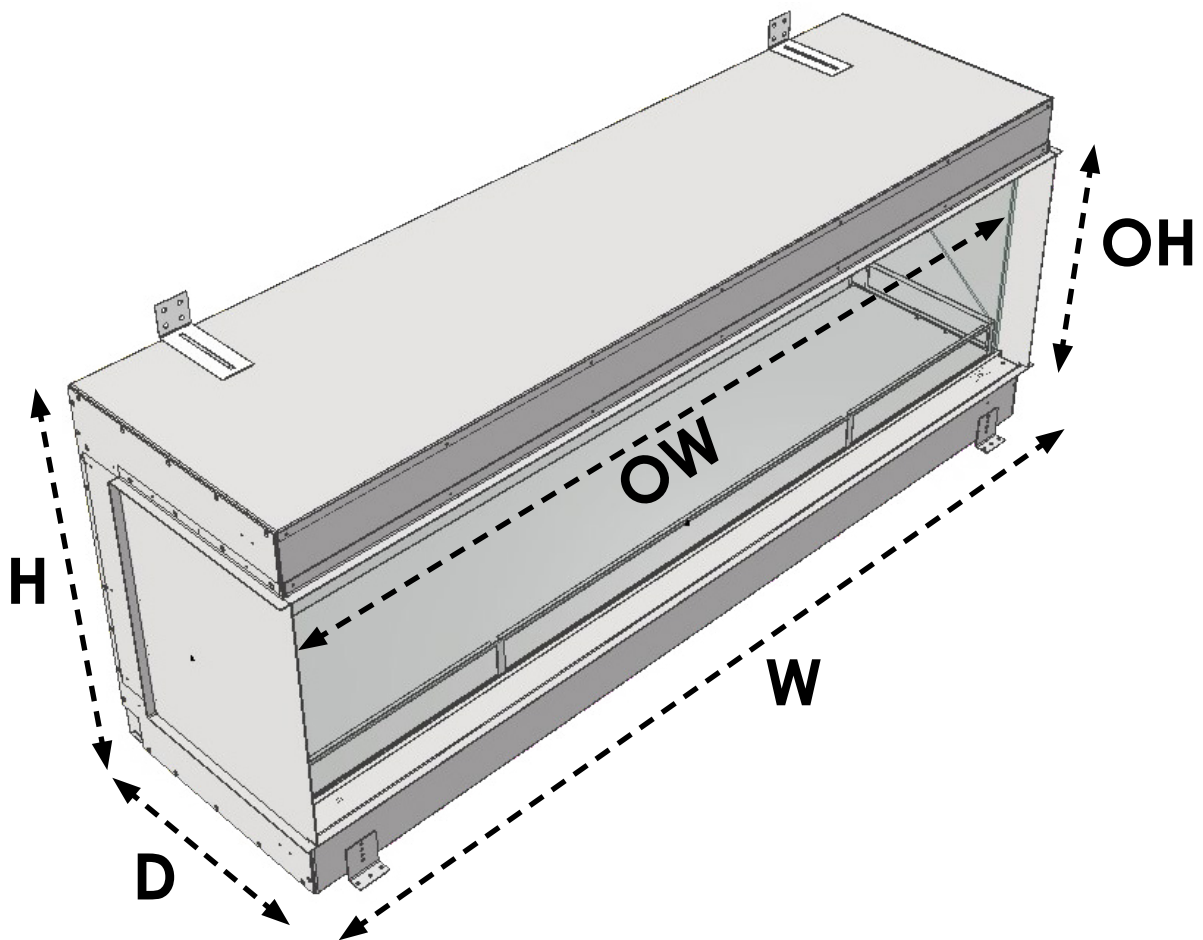
## IMPORTANT INFORMATION AND HEALTH & SAFETY

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:

- Read all of the instructions carefully before using the appliance, only use this appliance as described in this manual. Any other use not recommended by the manufacturer may cause injury to persons, or damage to the appliance.
- Remove all packaging and dispose of it at an appropriate recycling facility.
- When transporting or storing the appliance and power lead, keep in a dry place, away from excessive vibration and store so as to avoid damage.
- 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 install this appliance immediately in front of a fixed socket outlet.
- Do not install this appliance in the immediate surroundings of a bath, shower, swimming pool or any other area where the appliance could come into contact with water or humidity, e.g. a bathroom.
- Do not use in areas where gasoline, paint, or any flammable liquids are used or stored.
- This appliance is only suitable for indoor use, do not use outdoors.
- Do not cover the appliance, or let the air inlet/outlet to be obstructed in any way as it may overheat.
- Keep the power lead away from hot surfaces and the heater outlet. Do not route the power lead in front of the appliance, or under any carpets or rugs. Do not allow the power lead to be coiled up once installed, as this can cause overheating.
- This appliance must be firmly fixed to or recessed into, a flat internal wall.
- A maintenance hatch must be installed into the surrounding installation to allow future access.
- Always use a certified electrician should new circuits or outlets be required. And always use properly grounded, fused and polarised outlets.
- Where the power lead passes through any masonry wall, stone surround etc. ensure that suitable rubber bushes are fitted at any possible wear points.
- If the power lead is damaged do not use the appliance until it has been replaced.
- Do not use any external switching device, timers, or extension leads. Do not connect the appliance to a circuit that is frequently switched on and off by the utility.
- In the event of a malfunction, switch off the appliance, and disconnect it from the mains power supply. Have the appliance inspected by a certified electrician before reusing.
- Do not use the appliance if it is damaged. In the event of any damage to the appliance, please contact the retailer from whom the appliance was purchased.
- Any repairs must only be performed by a certified electrician.
- Extreme caution is necessary when any heater is used by, located near children or people of reduced mobility, and whenever the unit is left operating and unattended.
- Young children should be supervised to ensure that they do not play with the appliance.
- Disconnect from the power supply before performing any cleaning, maintenance or relocation of the unit. Do not use steam cleaners, or aerosols near the appliance.
- Do not burn wood or anything else in this appliance.
- Do not strike the glass. The glass used is toughened safety glass, if broken it will shatter into small chunks which are less likely to cause injury.
- Do not drill or screw any new holes into the appliance.

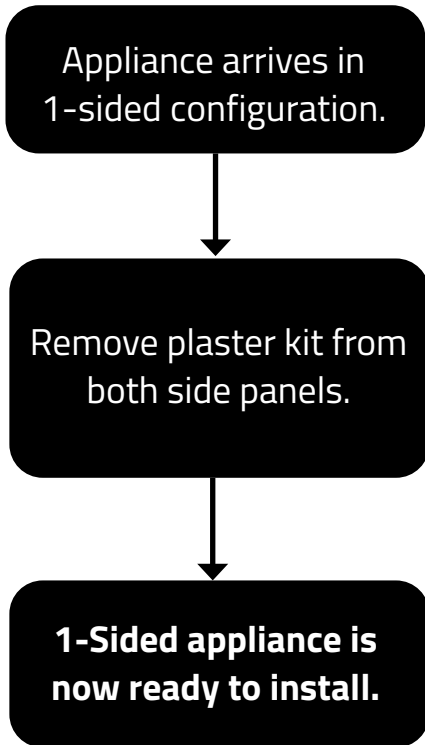
## PRODUCT DIMENSIONS

Model	Depth (D)	Width (W)	Height (H)	Opening Width (OW)	Opening Height (OH)
<b>800</b>	300mm	836mm	762mm	806mm	587mm
<b>1000</b>	300mm	1034mm	587mm	1004mm	414mm
<b>1250</b>	300mm	1285mm	587mm	1255mm	414mm
<b>1500</b>	300mm	1535mm	587mm	1501mm	414mm
<b>1800</b>	300mm	1785mm	587mm	1751mm	414mm

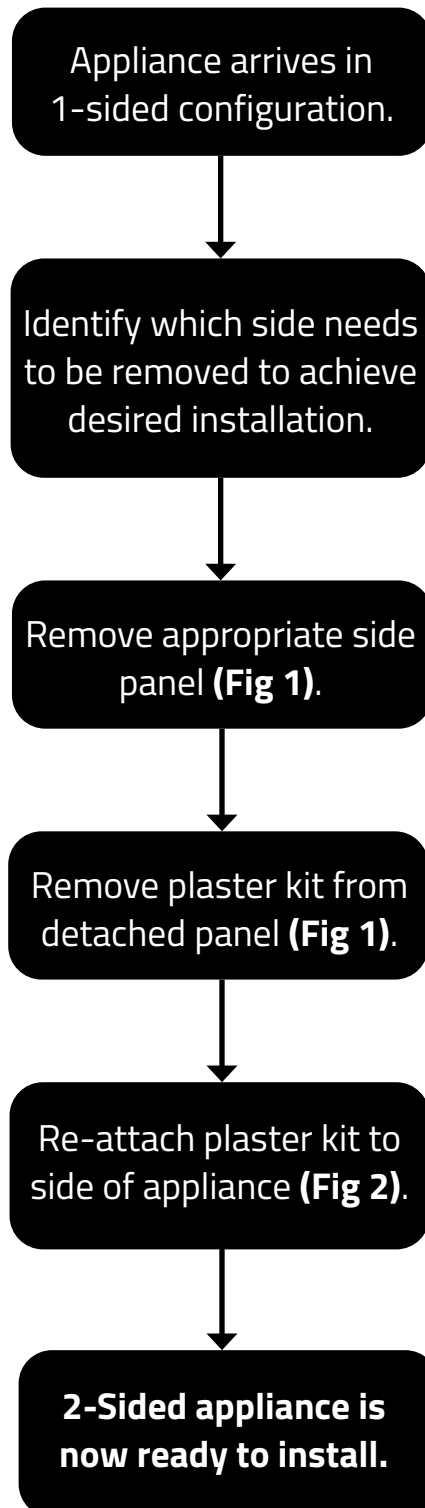


## SIDE PANEL CONVERSION CHART

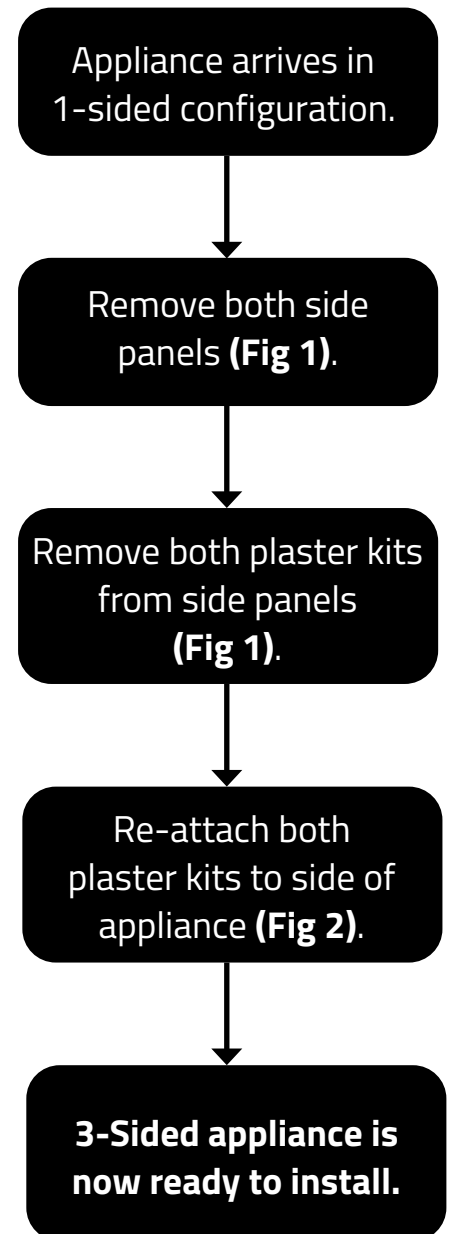
### 1-SIDED



### 2-SIDED



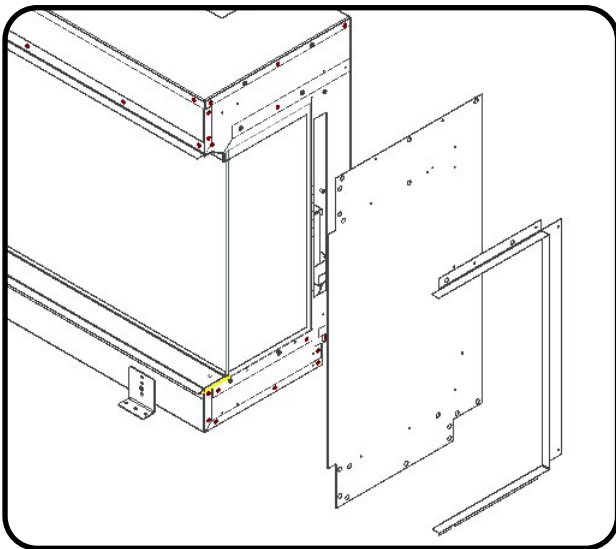
### 3-SIDED



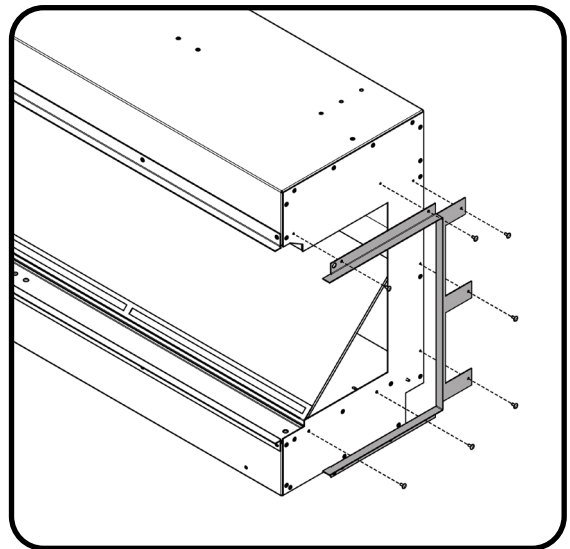
## REMOVING THE SIDE PANELS / CONVERTING TO GF2 or GF3

All our built-in appliances are shipped as 1 box models, with the side panels attached and the glass installed to the **GF3** configuration. Please note: **This does not apply to double-sided models.** To convert to **GF2** or **GF3** configurations, you simply need to remove the side panel(s) and re-attach the plaster kit.

- 1 Unscrew and remove the side panel(s) from the side/s of the appliance. Then remove the plaster kit from the side panel.

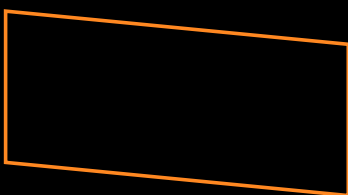


- 2 Re-attach the plaster kit(s) using the same fixing points.



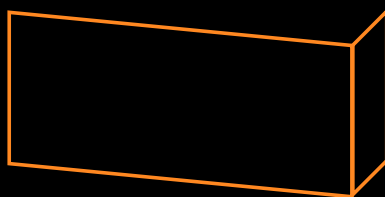
### GF CONFIGURATION

Glass Fronted  
A single glass panel at the front of the appliance.



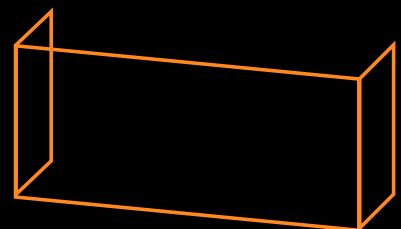
### GF2 CONFIGURATION

A glass panel at the front and one side piece of glass. The glass can be either side.



### GF3 CONFIGURATION

The standard configuration.  
A glass panel at the front and both side pieces of glass.



## CHECKS BEFORE INSTALLATION - ALL MODELS

### INSTALLATION DO'S AND DONT'S

Before installing the appliance please read and take into account the following important requirements;

- Consult a qualified professional to check the structure of the installation site.
- These appliances have been designed to be installed into either a stud and plasterboard wall, or an existing chimney breast. (Please note that Open, GF2, and GF3 models are not suitable for existing chimney breast installations.)
- If installing into an existing chimney, make sure to adequately block off the flue.
- We recommend all appliances are provided extra support due to their size and weight, as such they are not suitable for 'floating' installations.
- The appliance must never be installed in front of an electrical socket.
- The appliance must not be installed anywhere that it may come into contact with water, i.e. a bathroom.
- Do not wet plaster directly onto the appliance.

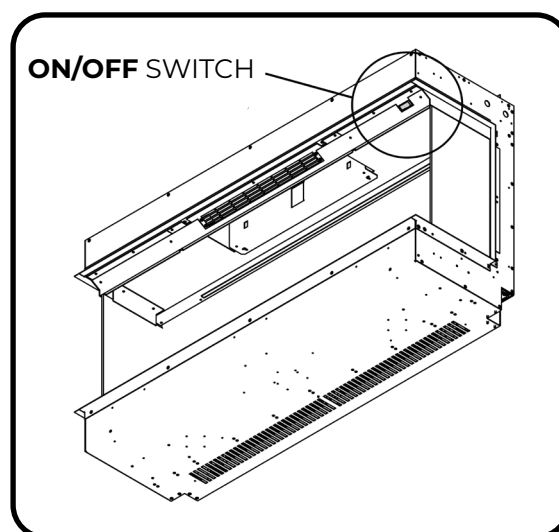
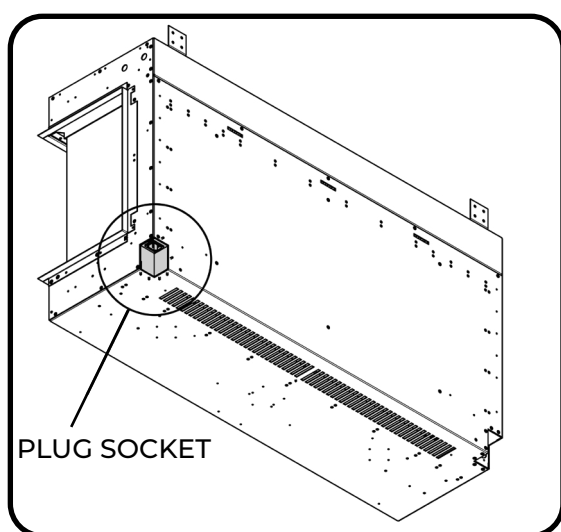
### AIR CLEARANCE

When installing all built-in models, a minimum internal air clearance gap of 50mm is required above and below the appliance to allow air circulation and prevent overheating. CK Fires will not be held liable for any faults arising from incorrect air clearance being adhered to during installation.

### CHECKS BEFORE INSTALLATION

We recommend turning on the appliance before installation, connect the appliance to a power source using the provided electrical lead, and press the right side of the **ON/OFF** switch. **Please note: The appliance will take approximately 45 seconds to power up.**

Once this check has been completed, switch the fireplace OFF, remove the electrical lead from the wall and continue with the installation.





## INSTALLATION METHOD - SECURING FIRE TO FRAME

1

The appliance will come with 4 transit feet attached to the bottom - 2 at the front and 2 at the back (**Fig 1**). These transit brackets can also be used to secure the fireplace to your outer frame. Leave these in place if you wish to secure your fireplace to the framework using the appropriate fixings (not supplied). Then, screw in the IEC clip on the back right using the fixings provided (**Fig 2**).

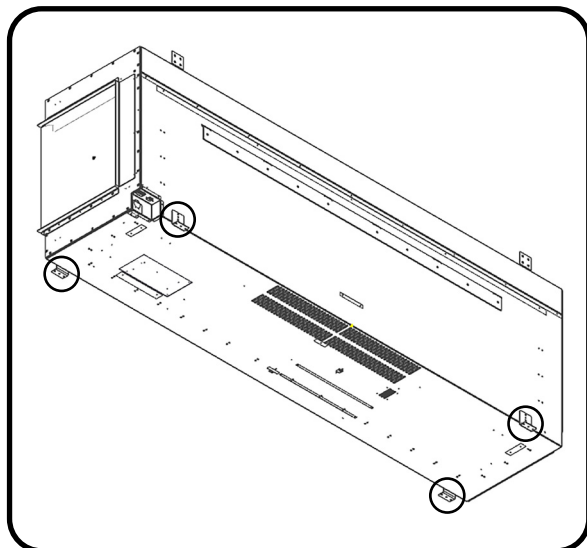


Fig 1.

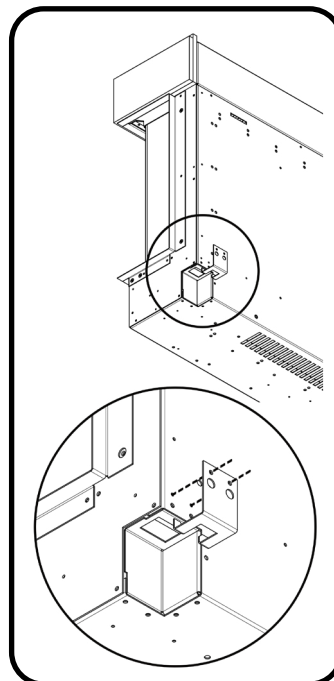


Fig 2.

2

Once you have placed the appliance onto a constructed base, you can use the transit feet to secure the fireplace. Screw into the base using the new fixings. This will need to be completed on all 4 transit feet (**Fig 3**).

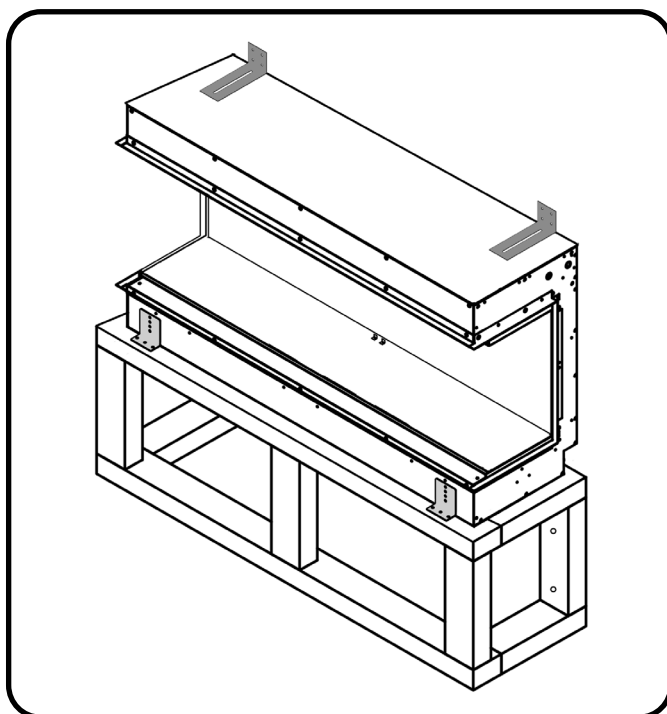
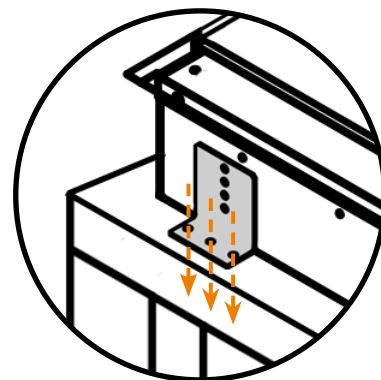


Fig 3.



3

Screw the two top mounted brackets to the wall (**Fig 4**). We supply masonry fixings for screwing into brick, however if you are screwing into timber, plasterboard, or another material, fixings will need to be sourced by the customer/installer. You can now construct your stud wall/s around the appliance in the design of your choosing.

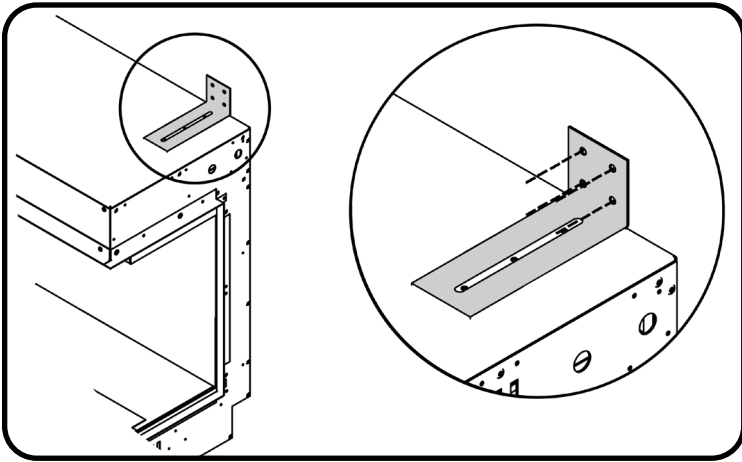
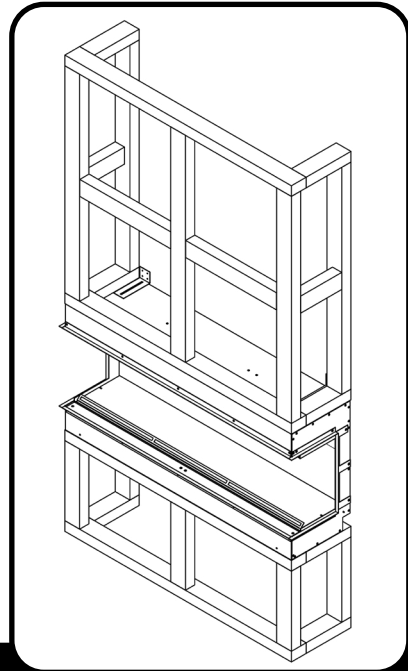


Fig 4.



## INSTALLATION TIPS

- When constructing the stud work for the appliance, remember that the vents on the underside of the appliance need a minimum of 2" clearance beneath them. See page 8 for further details.
- Ensure that the appliance **does not support the weight of the stud work**. Secure your frame to the wall using the appropriate fixings (Not supplied).
- Do not use silicones, adhesives, or wet plaster to seal in the appliance.
- Before plaster boarding your stud work, it is strongly **recommended that you create a maintenance hatch that allows access to where the power lead connects with the fireplace**. This is usually on the right hand side of the appliance.

4

Your plasterboard can now line up with the plaster kits on the edge of the appliance (**Fig 5**). **Please note:** the depth of the plaster kit edge is **15mm**.

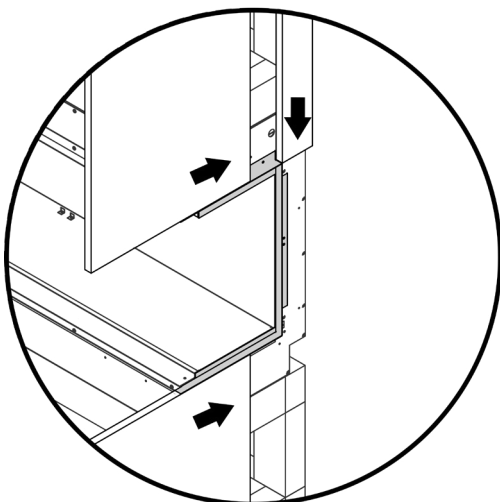
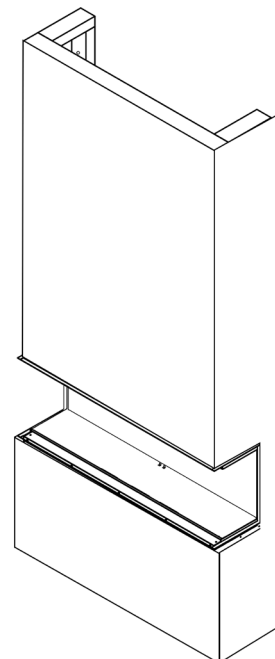


Fig 5.



## GLASS INSTALLATION - FRONT GLASS

1

First remove the bottom glass retainer bar by simply lifting out of place (**Fig 1**). Then you can remove the top retainer bar by unscrewing the fixings (**Fig 2**). **Please note: Support must always be provided to the glass when removing the top retainer bar to prevent it falling forward and causing damage or injury.**

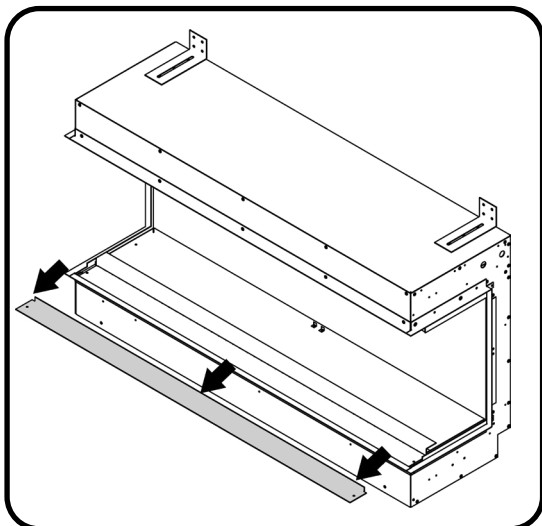


Fig 1.

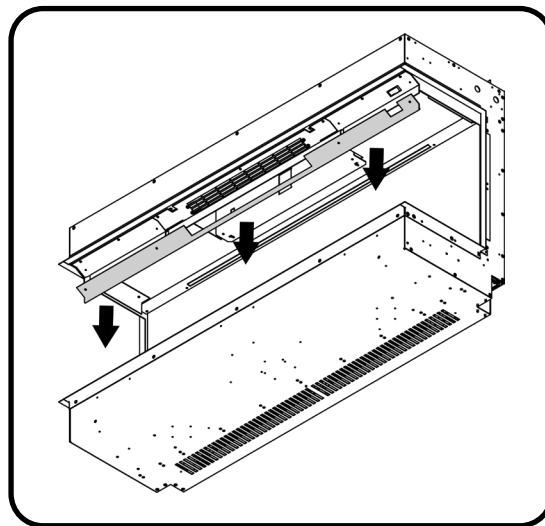


Fig 2.

2

Apply the suction cup to the glass and position the bottom edge of the glass first, then pivot the glass into the appliance. If not using a suction cup, carefully hold the glass on both sides and follow the same process. 2 people may be required for this to ensure the glass is carefully supported at all times (**Fig 2**).

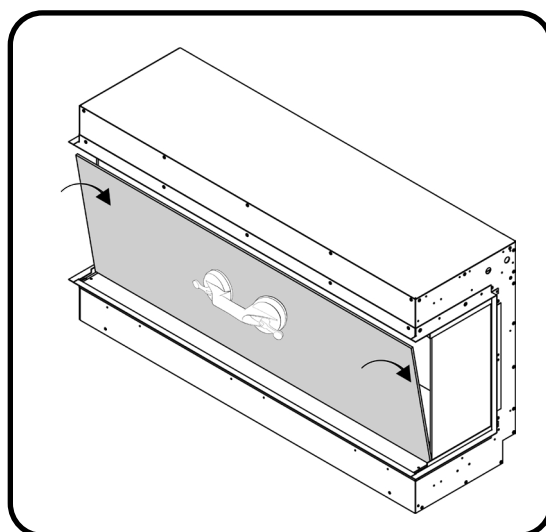


Fig 3.

## CONTINUED

3

Then replace the top glass retainer bar and screw into place (**Fig 4**), and finally, replace the bottom glass retainer by slotting into place (**Fig 5**).

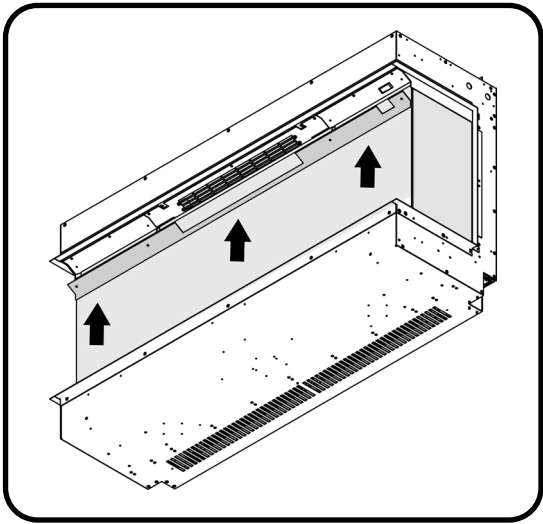


Fig 4.

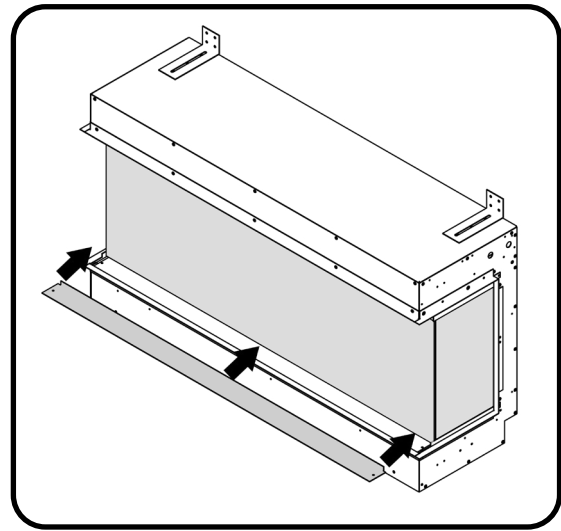
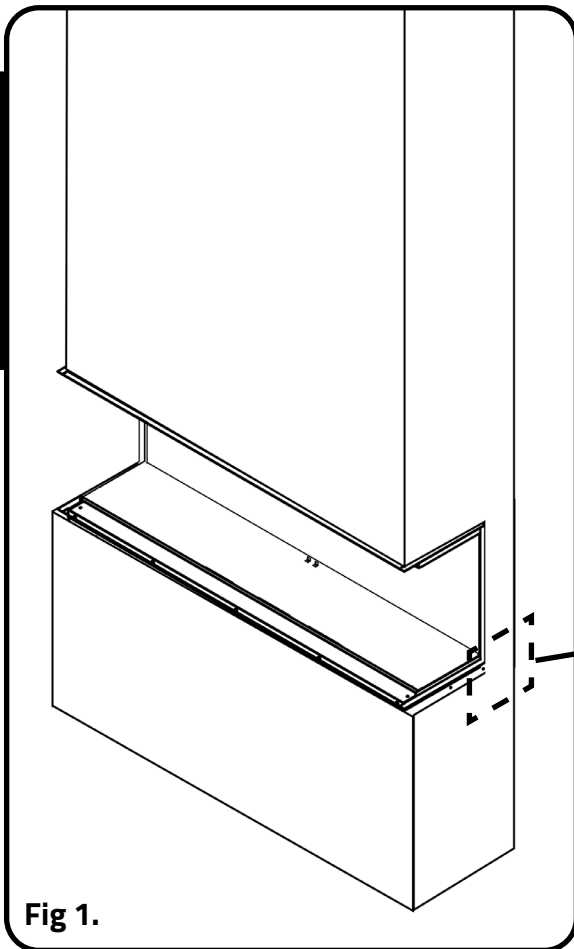


Fig 5.

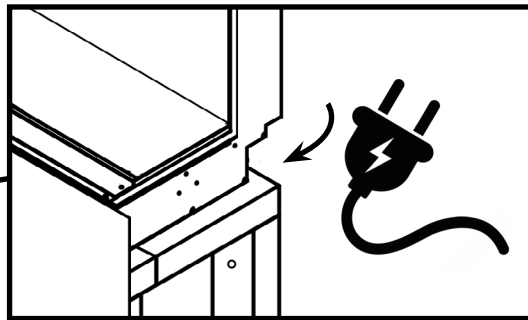
## ACCESS PANEL

The inclusion of a small access panel is optional, but it is highly recommended as it allows for access to the fireplace's power cord during servicing or fault-finding. The access panel can be any size, however to keep it discreet we advise around **15cm X 15cm**. The rest of the electrical componentry can be accessed from the front of the fireplace at any time.

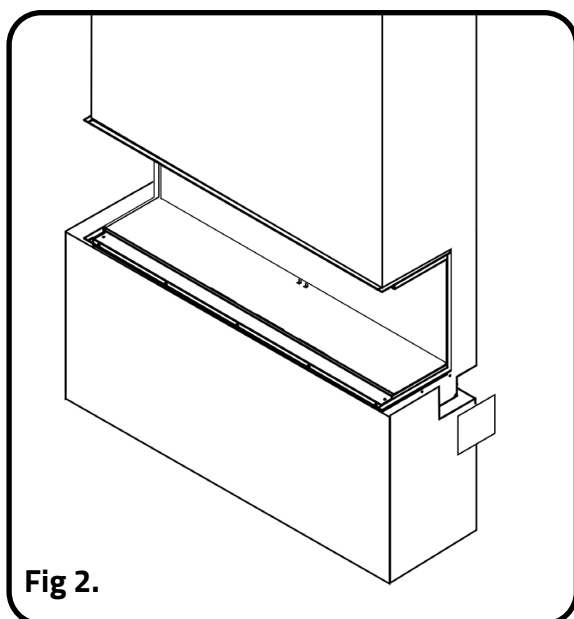


### PLEASE NOTE:

If you do decide to include an access panel, the optimum place to position this is on the right hand side of the chimney breast, where the power cord plugs into the appliance. This allows easy access to the power cord in the event of any power supply issues.



**Fig 1** indicates where the power cord will connect to the appliance in relation to a standard chimney breast installation. You can use this as a guide to create your access panel.



**Fig 2** indicates where the power cord will connect to the appliance. You can use this as a guide to create your access panel.

## OPERATION

There are two ways to control all the features of your Evonic appliance - remote or App control.



Our remote handset comes automatically paired and ready to operate straight out of the box. If you choose to control your appliance via the E-smart Cloud App your internet router and smart device should meet the following minimum requirements -

### **Wi-Fi Router**

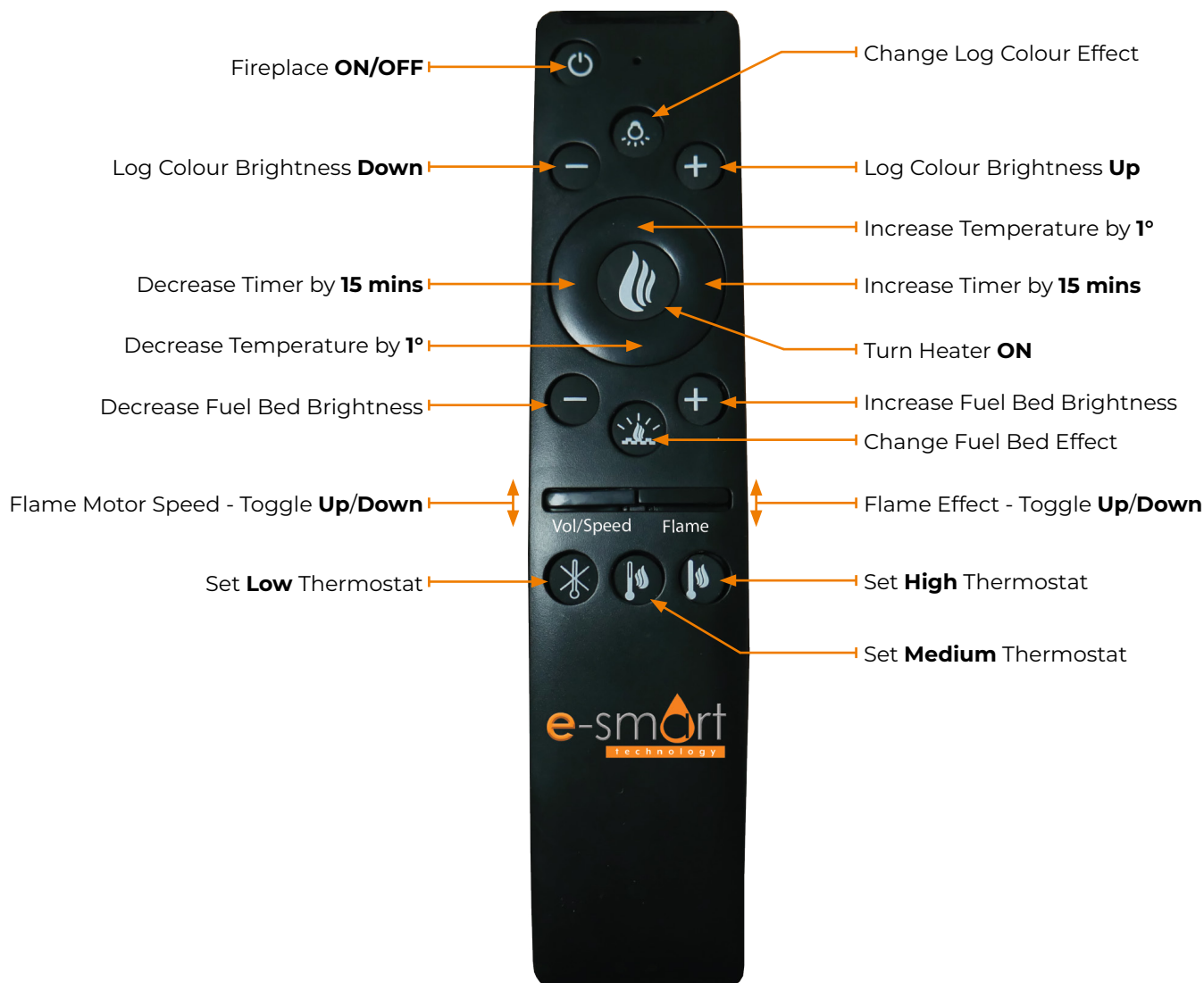
- Compatible with IEEE 802.11n/g/b
- WPA2 encryption
- Radio frequency: 2.4GHz band
- Wireless auto channel: auto search for wireless LAN radio channel free of interference
- Support for the User Datagram Protocol (UDP)
- The minimum distance from your internet router to the fireplace should be 70cm

### **Smart Device**

- Minimum device requirements IOS 8.0 or Android 10

# REMOTE CONTROL

**1. Remote Control/Handset Pairing Process:** After turning on the fireplace with the rocker switch, there is a 60-second pairing window. This window begins after a beep, which occurs 15-20 seconds after the fireplace is switched on. After the first beep, press the 'Heater ON' button for 5 seconds until you hear a second beep. The pairing is now complete.



**2. Factory Reset:** To reset, press and hold the 'Change Log Colour' button until you hear a beep, then press and hold the 'Change Fuel Bed Effect' button until it beeps again. The reset process is complete.

**3. Speed Control:** To adjust the speed, push the speed joystick up/down until desired speed has been reached.

#### 4. Log Colour Brightness Logic:

- (-) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (-) button to decrease brightness by 25% each time, down to 0%.
- (+) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (+) button to increase brightness by 25% each time, up to 100%.

#### 5. Fuel Bed Brightness Logic:

- (-) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (-) button to decrease brightness by 25% each time, down to 0%.
- (+) Button: There are 5 brightness levels: 100%, 75%, 50%, 25%, and 0%. Press the (+) button to increase brightness by 25% each time, up to 100%.

#### 6. Flame Effect Logic:

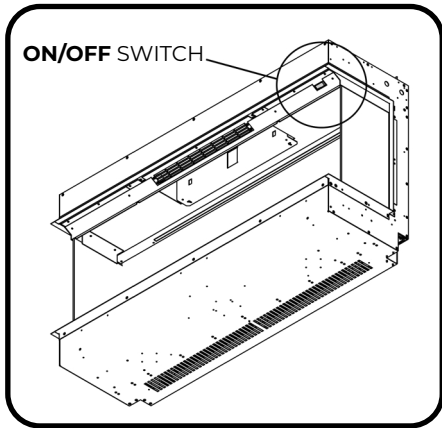
- Pressing the button advances to the next animation your model offers. This is not applicable on single colour models.



# APP SETUP

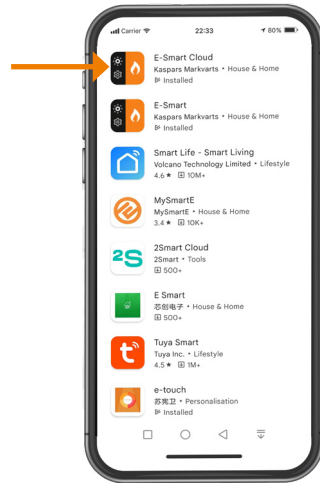


1



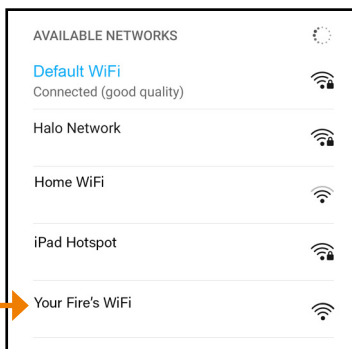
Make sure that your fireplace is plugged in and the mains power is on. Then turn on your fireplace by pressing the ON/OFF switch to the 'ON' position.

2



Download the **E-Smart Cloud** app from the Apple Store, or Google Play Store.

3



Open the Settings panel on your device and connect to the fireplaces' wireless connection. The name of the units wi-fi will vary depending on the model.

4

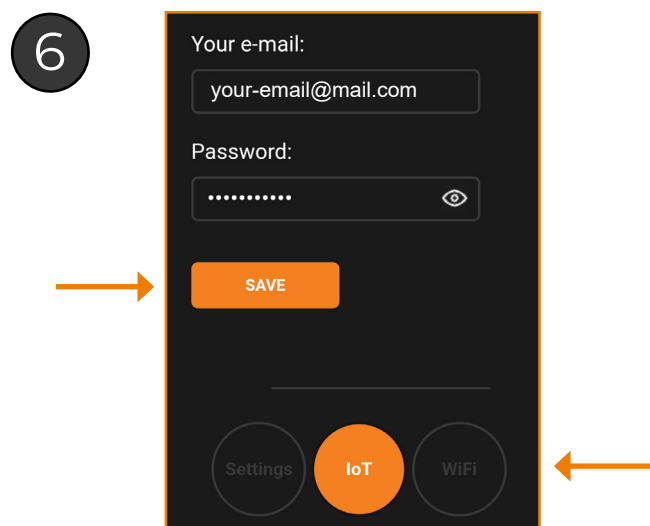


Open the E-Smart app on your device





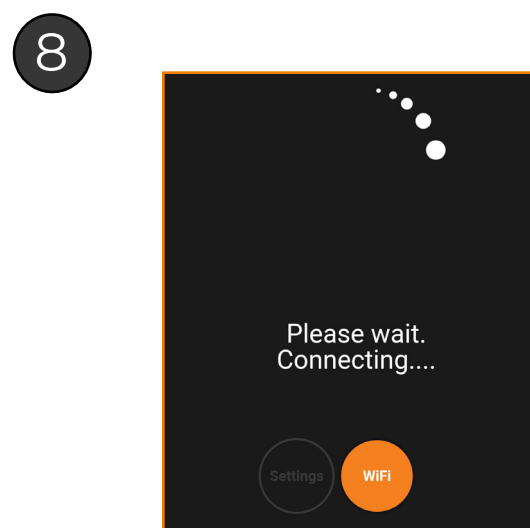
Open the settings panel on the app's Home Screen.



Scroll down to the 'IoT Registration' section and fill in your email address and create a password. Press 'Save'. Then select the grey wi-fi button.



Select your router from the drop down box, and enter your router's password. Press the eye icon to double check for mistakes. Press 'Save and Connect'. Only select Static IP if advised by an IT professional.



The pairing process between your device, the fireplace, and your router will now take place. This may take a few minutes, and when the app shows 'Redirect' you may see the lighting on your fire change color. This is completely normal. To complete the setup, turn your fireplace off then back on.



## USING THE E-SMART APP



**Control Overview**

**Timer settings**

**Shop**

**General settings**

**Press to turn the fire ON or OFF**

**Press to turn the heater ON or OFF**



## E-SMART APP SETUP

On the Home Page of the E-Smart Cloud App you can see the name of your fire, the chosen temperature, and the actual temperature. On the left hand side you can select the timer, shop, and app settings. On the right hand side you can turn the lights in the fire on and off, and also turn the heater on and off.

To enter the Control Overview either select the light bulb icon on the top left or the central temperature box.



## CONTROL OVERVIEW



## SCREEN NAVIGATION

To adjust the desired temperature of your fire ensure that the heater is selected on the Home Page in the previous step. Simply press the increase/decrease arrow until desired temperature has been reached.

The animation drop down allows you to choose the flame effect for your fire. **This is not available on single-colour models.**

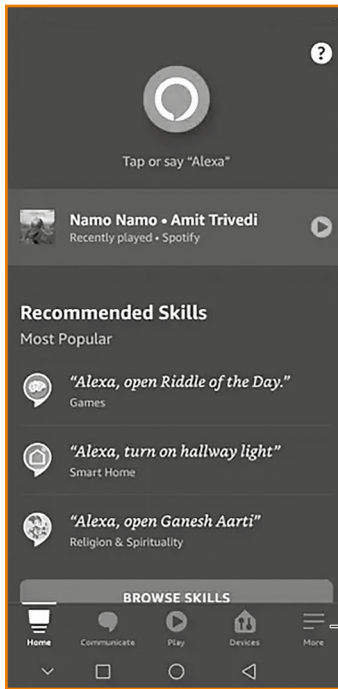
You can select your desired brightness on the flame, log and fuel bed animations by pressing the lighting settings button, and using the swipe bars to increase/decrease brightness.

You can select your desired speed of the flame, log and fuel bed animations by pressing the speed settings button, and using the swipe bars to increase/decrease LED speed.



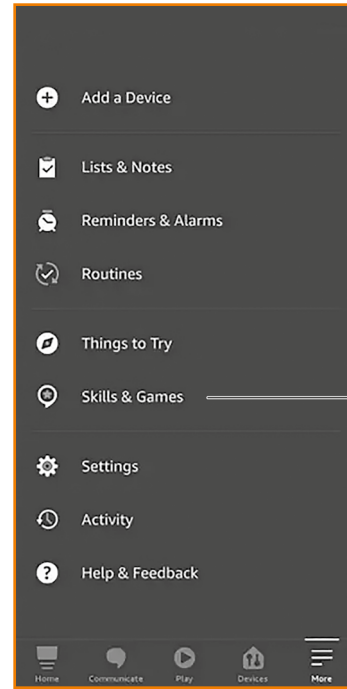
# CONNECTING TO AMAZON ALEXA

1



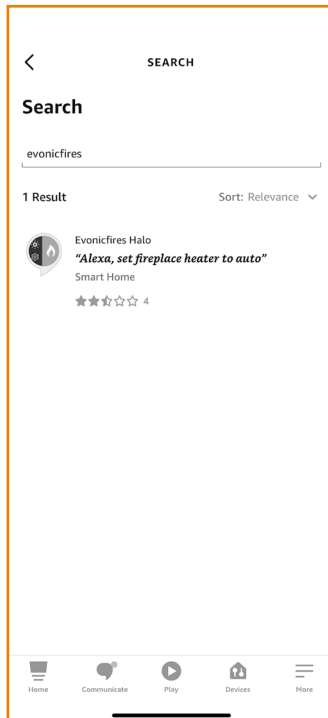
Once your fire is installed, and switched on, download and open the Amazon Alexa app. Once open single press More in the bottom right hand corner.

2



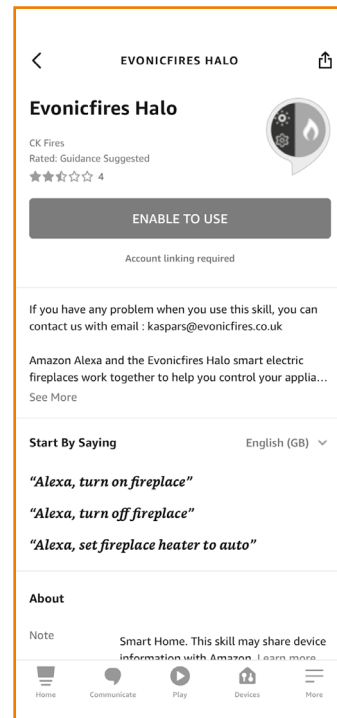
Single press Skills & Games on the pop up list.

3



Single press Search and type in evonicfires. Select the Evonicfires Halo skill icon to open.

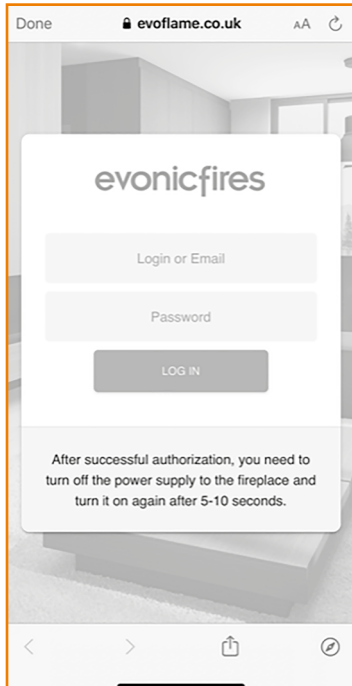
4



Now on the Evonicfires Halo skill page you can single press the Enable to Use button to go to the log in page.

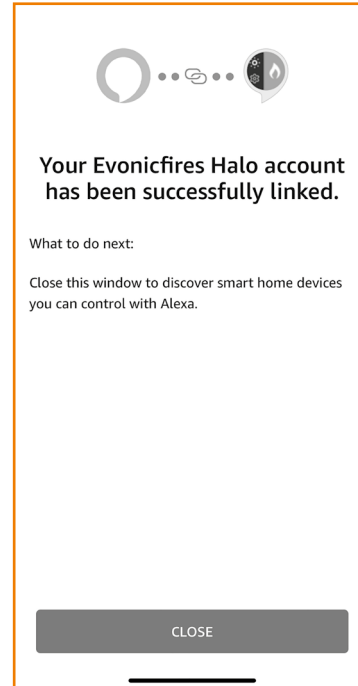
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5



Enter the log in details that you previously entered in the app set up process, and single press Log In.

6



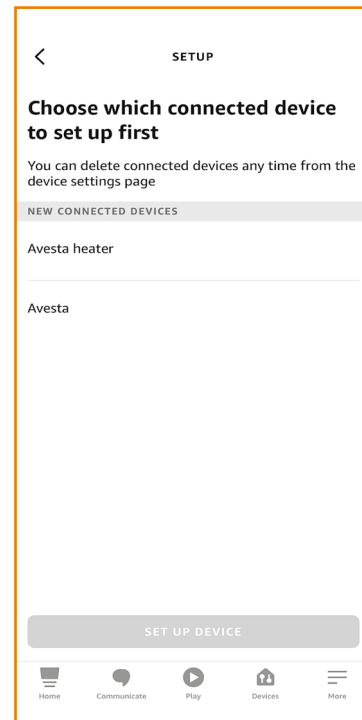
After a few moments your account will be linked, once this is done you can single press Close.

7



Single press Discover Devices to search for your fire.

8



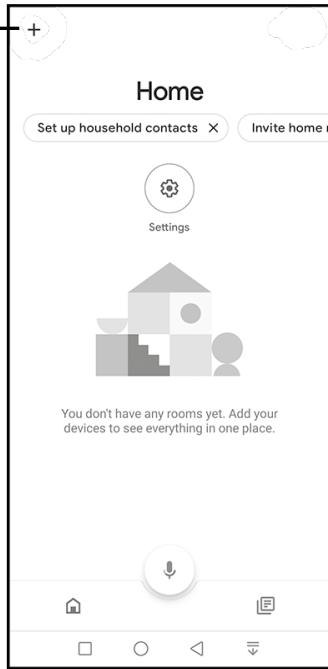
Your fire will show up as two devices, allowing you to programme the heater separately to the effects. Single press the second option, and Set up Device.



# CONNECTING TO GOOGLE HOME

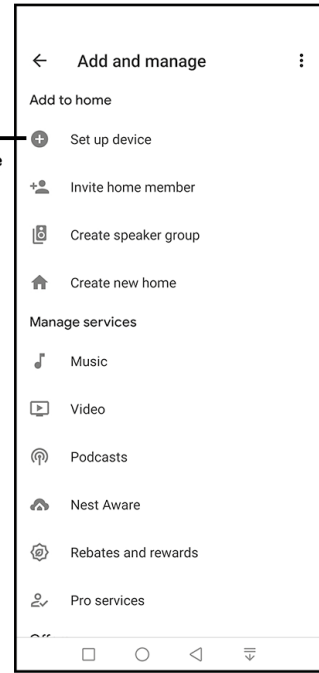
1

Single press plus symbol



2

Single press Set up Device

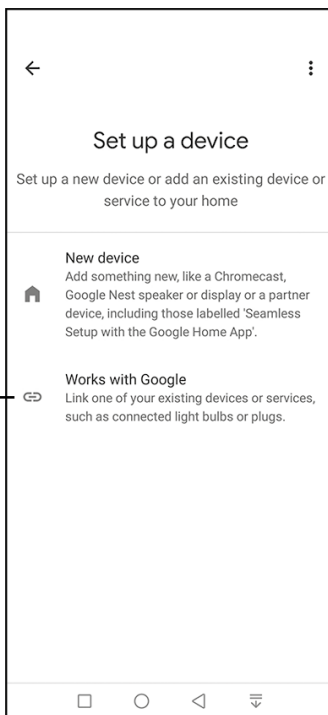


Once your fire is installed, and switched on, download and open the Google Home app. Once open single press the plus symbol in the top left hand corner.

Single press Set up Device on the pop up list.

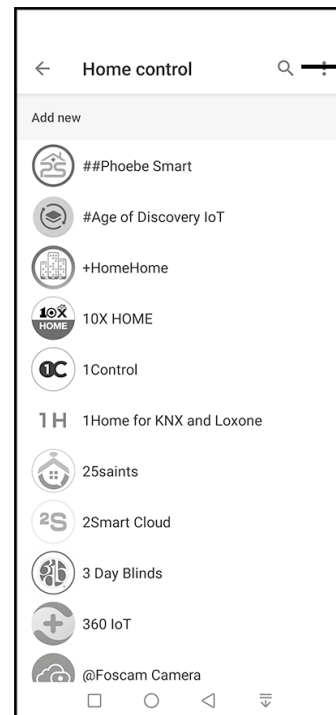
3

Single press Works with Google



4

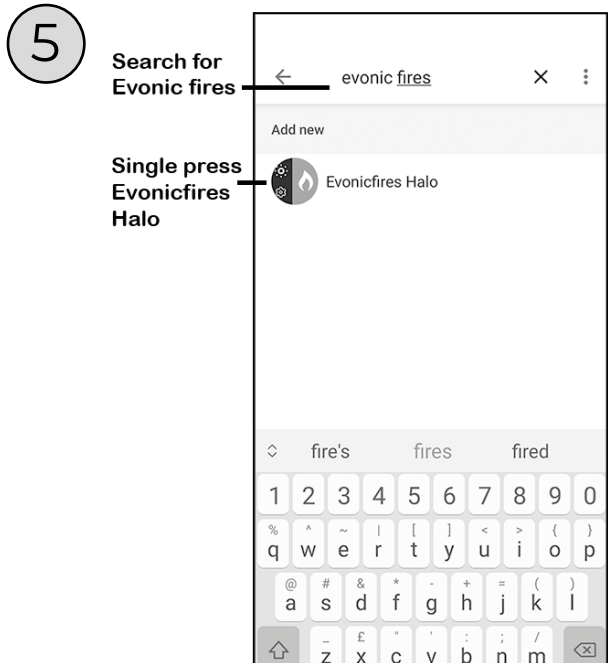
Single press Search



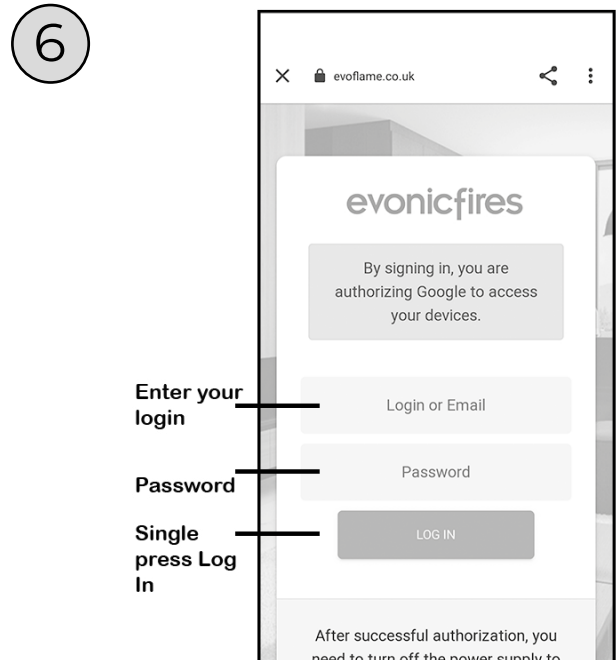
Single press Works with Google.

Single press the Search icon in the top right corner.

# CONTINUED...



Type in Evonic Fires, single press search and then select the Evonic Fires E-Smart icon.



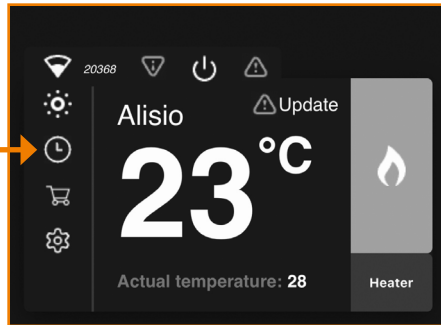
Once in the Evoflame log in page, enter the log in details that you previously entered in the app set up process, and single press Log In. Your appliance is now paired with Google Home!





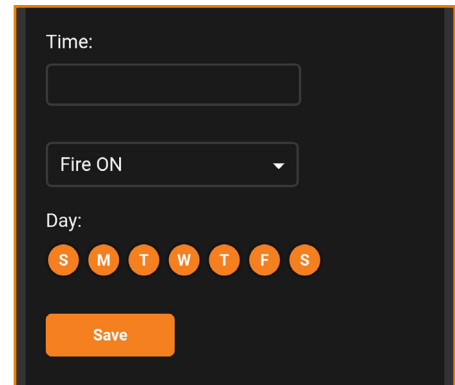
## PROGRAMMING THE TIMER

1



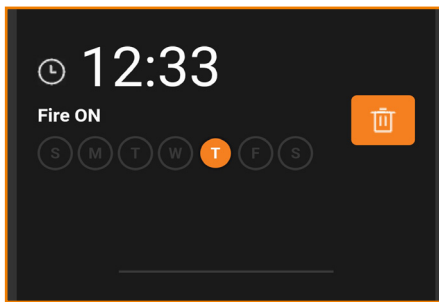
Single press the clock icon on the Home Page to begin programming the Timer.

2



Input your desired time in the Time box, select the action (Fire On/Off, Heater On/Off) you want. Deselect the day/s you don't want it to apply to, and press the Save button.

3



The above screen will now show your set timer. To delete the timer press the bin icon. To add an additional timer scroll down and repeat the process. Press the Back button to return to the Home Page.



## UPDATING YOUR FIRE AND LOGGING OUT

Update your fire by clicking on the triangular icon. Do not turn your fire off until it is complete. It may take up to 10 minutes to update.

To log out of the e-smart cloud app, on your home screen you need to press the 'log out' icon.







## PROBLEMS CONNECTING

If you are having problems connecting your fireplace with your device and router please try the following steps to fix the issue.

- Switch fireplace OFF
- Switch wi-fi router OFF
- Switch fireplace back ON (Keeping router OFF)
- Open the wi-fi settings on your device - find and select your product / fireplace
- Open the e-smart App on your device and select the settings icon
- In 'Device Name', rename your fireplace (Be sure not to use numbers or spaces when renaming your fireplace)
- In the Settings menu scroll down to the IoT Registration and check that your email and password are correct. You can click the eye icon to help you see any mistakes. Press save.
- Check you have selected the correct network and the wi-fi password entered is correct, you can click the eye icon to help you see any mistakes.
- Make sure 'Static IP' is NOT selected (unless advised by an IT professional). Press save and connect.
- Wait 2 minutes for the fireplace to try and re-connect. Once this process is finished the App will show the home screen (Page 20).
- Switch your fireplace OFF.
- Switch your wi-fi router back ON.
- Switch your fireplace back ON.

If your wi-fi signal is weak, the App will show you a red warning message located on the home screen.

If your problems persist after attempting to re-connect, please contact our service department.



## RESETTING YOUR FIREPLACE

If you have entered a wrong email or password during the set-up process, then you may need to reset your fireplace to factory settings. This can only be done on your remote control.

1. Hold down '**Change log colour**' button until you hear an audible beep.
2. Hold down '**Change ember effect**' button until your hear an audible beep.

Your fire has now been reset to factory settings.





## COMMANDS FOR AMAZON ALEXA

When using Amazon Alexa or to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance.

### TURNING THE APPLIANCE ON AND OFF

*"Alexa, turn fire on."/ "Alexa, turn the fire off."*

### TURNING THE HEATER ON AND OFF

*"Alexa, set fire heater to auto."/ "Alexa, set fire heater to off."*

### CHANGING THE TEMPERATURE

**ALEXA CAN ONLY CHANGE THE TEMPERATURE BETWEEN 10° & 32°.**

*"Alexa, set temperature to 27 degrees."*

*"Alexa, make it warmer in there."* - Increases the temperature by 3°

*"Alexa, make it cooler in there."* - Decreases the temperature by 3°

### CHANGING THE FLAME EFFECT

*"Alexa, set animation to....."*



## COMMANDS FOR GOOGLE HOME

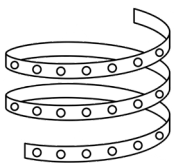
When using Google Home to control your appliance settings remember to substitute the words 'the fire' for whatever you have named your appliance. Please note that the Google Home app cannot control the heater in the appliance.

### TURNING THE APPLIANCE ON AND OFF

*"Ok Google, turn on the fire."/ "Ok Google, turn off the fire."*

### CHANGING THE FLAME EFFECT

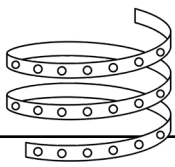
*"Ok Google, change the animation to ..... on the fire."*



## E-LLUMINATE LIGHTING KIT

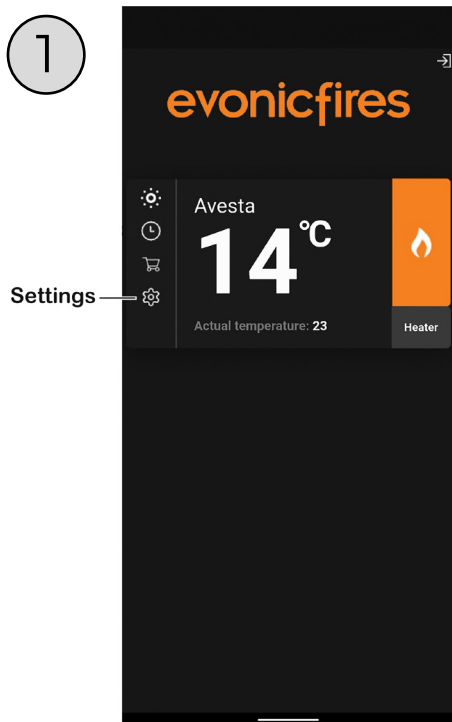
For full instructions on how to install your LED lighting kit, please scan the QR code which will take you to our full manual. Alternatively, if you have installed and plugged in your lighting kit, you can begin setting them up with your e-smart cloud app.





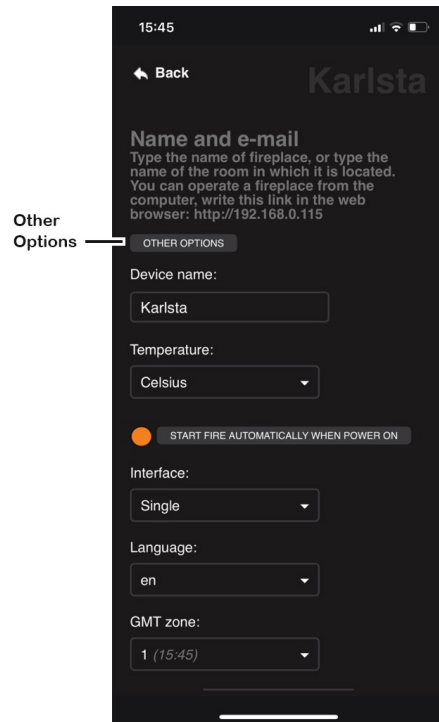
## E-SMART CLOUD APP LED CONNECTION

1



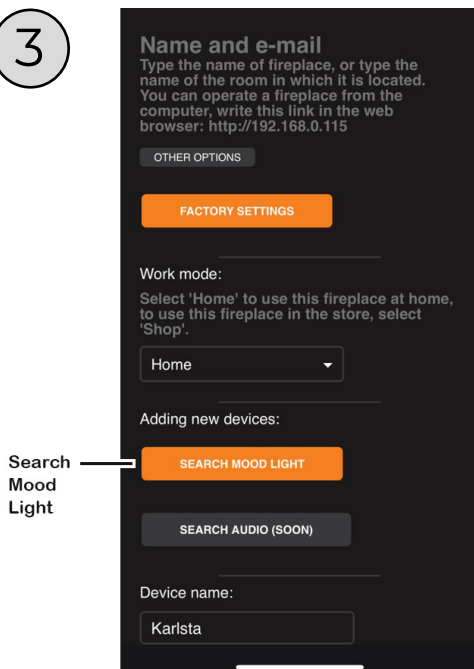
Once the LED strip is plugged into the mains and turned on. Go to the E-Smart app, then select Settings on your Home Page.

2



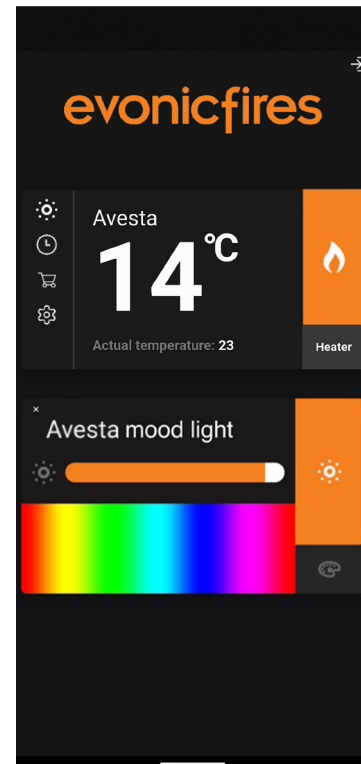
In Settings go to Other Options.

3



Click on Search Mood Light, and wait for the app to connect to the LED strip. This will take approximately 1 minute. Once the LED strip has been successfully connected, the strip will show solid green.

4



Once connected, the mood light option will show on your Home Page, as above.

## TROUBLESHOOTING GUIDE

FAULT	POSSIBLE CAUSE	SOLUTION
<b>No power to appliance</b>	Power lead has become disconnected.	Ensure the power lead has been adequately plugged in.
	<b>ON/OFF</b> switch not turned to the <b>ON</b> position.	Double check the position of the <b>ON/OFF</b> switch.
	Fuse blown.	Check fuse box. Always consult a qualified electrician when dealing with the fuse box.
<b>LED lighting not working/ partially working</b>	Loose connection or disconnected wire.	Check relevant LED connections.
	LED shorting out.	Locate short and ensure strip is not touching metalwork. Replace LED strip if necessary.
	LED blown.	Replace LED strip.
	Blown driver on PCB board.	Replace PCB board.
<b>Heater blowing cold air</b>	Fan clogged.	Heater fan requires cleaning.
	Faulty element.	Element will need to be replaced.
	Not enough air clearance above the heater.	Required clearance has not been adhered to - <b>2" (50mm)</b> .

FAULT	POSSIBLE CAUSE	SOLUTION
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<b>Noisy heater</b>	Fan unbalanced.	Ensure fan has been attached to housing correctly.
	Fan catching on housing while turning.	Adjust fan to prevent catching on the case.
	Fan has come loose from cradle.	Tighten fan cradle or screws holding fan onto cradle.

<b>Connectivity/ Poor WiFi signal</b>	Router may be too far away from unit.	Re-position the router if possible or install WiFi booster to improve signal reach.
	Internet may be operating on 5hz frequency.	Contact your internet provider to change the frequency to 2.4hz to improve range.





## WARRANTY

### Evonic Fires 5-year warranty – 1 year parts & labour + 4 years parts supplied.

The above warranty terms and conditions, as of **1st May 2022**, are applicable for all relevant products purchased after this date. Appliances despatched prior to this date will have an alternative warranty as set out within the Installation and User Instructions that was supplied with the product, this was usually a standard 2-year warranty.

To receive your Extended Warranty your Evonic Fires product must have been purchased from an authorised stockist within our Retailer Network and your warranty registered with Evonic Fires through the online form - **[evonicfires.co.uk/register-your-product](https://evonicfires.co.uk/register-your-product)**. The commencement date for the warranty period is the date of purchase.

The product must be adequately serviced and maintained. Evonic Fires provide maintenance call outs at a cost, and information on this can be obtained by contacting our head office. Please see your Evonic Installation Instructions for further information on how to service and maintain your appliance.

During your extended warranty period, only parts supplied or authorised by Evonic Fires can be used to repair your fireplace, and these spare parts can be obtained by contacting our service department at **[service@evonicfires.co.uk](mailto:service@evonicfires.co.uk)** or calling **01789 263868**.

Consumable items such as glass, screens, LED's, LED boards, filters and power supplies which are either subject to normal wear and tear or parts that require replacement in connection with normal maintenance are not covered within the extended warranty. These items are covered for the first 12 months.

To make a warranty claim, evidence must be supplied to our service department in the form of pictures, videos, or both. Failure to supply evidence to support your warranty claim may invalidate or delay the claim. Any visit by an Evonic Fires engineer will incur a service charge after the first year. We will not accept or reimburse the cost(s) of any third party who undertakes any work carried out on the product or fits parts, unless we have approved such work in advance of it being carried out.

## WARRANTY EXCLUSIONS AND LIMITATIONS

### **The Evonic Extended Warranty does not cover:**

1. Damage resulting from installation and usage where the appliance has not been installed or used in accordance with the CK Fires Ltd installation and operation instructions, or if the installation does not conform to local building, fire, and safety regulations.
2. Issues with mains/spur connections of power supply.
3. Damage resulting from the product not being adequately maintained. (Please see your CK Fires Ltd Installation and Operating Instructions for further information on how to service and maintain your appliance).
4. Damage caused by unauthorised modifications, use or repair.
5. Damage or defects caused by the product being stored in a damp, unheated environment.
6. Consequential loss (to the extent permitted by the law) relating to other associated products that have not been supplied by CK Fires Ltd.
7. Consequential loss (to the extent permitted by law) related to decorations, furnishings, or other household assets.
8. Removal and re-installation costs.



## WARRANTY EXCLUSIONS AND LIMITATIONS

Repaired or replaced products are covered only for the remainder of the original warranty period. In the event of a claim being made, this must be reported to your retailer or CK Fires Ltd within 14 days of the fault occurring/being noticed. In the event of a product fault occurring during the warranty period years 2-5, CK Fires Ltd will send the appropriate component or goods necessary to rectify the fault, free of charge.

Nothing in the Extended Warranty shall make CK Fires Ltd liable for any or special, incidental, or consequential damages, injury to persons or property, or any other consequential loss beyond the consumer's statutory rights. The liability on these issues is covered by our Terms and Conditions of Sale.

CK Fires Ltd total liability extends only to the purchase price paid for the goods, except where such a limitation is prohibited by statute. CK Fires Ltd, in the event of a warranty claim, reserves the right either to replace the goods in question or to refund the purchase price of the goods. For product sold outside the UK and Ireland, UK law will prevail.

The Evonic Fires Extended Warranty does not affect your statutory rights.

## REGISTER YOUR EVONIC FIRE



By registering your product on our website you ensure 4 years parts only cover on top of your standard one year warranty. Scan the QR code to take you directly to the registration page and secure your extra cover.

## REPORT A FAULT



If you have any difficulties or problems with your appliance then please get in touch so that we can assist you. Please scan the QR code to be taken to our websites Report a Fault page, we will then be in touch with you shortly.

# evonicfires

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