Installation manual e-MatriX heat 800/500 RD (LL) e-MatriX heat 800/500 ST (LL) ENG



40011804-1944

































1 Dear user

Congratulations on your purchase of a Faber fire! A quality product from which you will experience warmth and atmosphere for many years. We recommend that you read this manual carefully before using the fireplace. If any problem arises despite our strict quality control, you can always contact your dealer or Glen Dimplex Benelux B.V.

For any warranty claims, it is essential you first register your fireplace. During this registration, you'll find all information regarding our warranty.

Please note!

The details of your fireplace can be found in the user manual.

You can register your fire at: www.faberfires.com

Glen Dimplex Benelux B.V. Address: Saturnus 8 NL-8448 CC Heerenveen Tel: +31 (0)513 656 500 Email: <u>contact@faberfires.com</u> Info: <u>www.faberfires.com</u>

1.1 Introduction

Only have the fire installed by a qualified installer according to the water and electric safety Regulations. Read this installation manual properly.

Where the installation instructions are not clear, national/local regulations must be followed.

1.2 Check

- Check the fireplace for transport damage and immediately report any damage to your supplier.
- Check whether all of the parts below are included:
 - Control box
 - Remote (incl. batteries)
 - Decoration material
 - Suction cups (2x)
 - Handles for removing the fuel bed
 - Service door
 - Spare transducers (2x) and sponge.

1.3 CE Declaration

We hereby declare that Glen Dimplex Benelux B.V. released Faber heating appliance by its design and construction method complies with European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3 these cover the essential requirements of EEC Directives 2006/95/EC and 2004/108/EC

Product: electric fire Opti-myst Model: e-MatriX heat 800/500 RD (LL) e-MatriX heat 800/500 ST (LL)

This declaration will become null and void as soon as the unit is in any way modified without written authorization of Glen Dimplex Benelux B.V.

2 Safety instructions

- Do not use outdoors
- Do not use in the immediate surroundings of bath, shower or swimming pool.
- Do not use on deep pile carpets or on long hair type of rugs.
- Do not use the appliance without the glass installed.
- Do not locate the appliance immediately below a fixed socket outlet or connection box.
- The fire must be installed according this manual.

3 Installation requirements

3.1 Water supply

- Install a water connection with an ½" or ¾" external thread connection, placed at an accessible location.
- Install an EA backflow protection valve. This is <u>not included</u> with the appliance.
- Water pressure on the appliance must be between 0,5 and 8 bar. Where required use a pressure reducing valve.

3.2 Power supply

Electric connection 230VAC/50Hz earthed and placed at an accessible location.

4 Preparation and installation instructions

4.1 Preparing the fire

- Ensure that all packing items are removed.
- Remove the transport screw on the front, see fig 1.0.
- Remove the front glass and store it at a safe place, see chapter 5.
- Remove the fuel bad and store it at a safe place see chapter 6.





4.2 Placing the fire

For a proper functioning of the fire, always ensure that the fire is levelled.

Floor standing

Place the fire in the correct position and fix it to the wall, see fig. 1.1a or fig. 1.1b.

4.3 Installation and finishing

e-MatriX-RD (fig. 1.0)

<u>With cover strip "A"</u> Build the false chimney or plateau against distance holder B.

Without cover strip "A"

Remove distance holder "B" around. Build the false chimney or plateau against the appliance.

e-MatriX-ST (fig. 1.2)

With cover strip "A"

Build the false chimney or plateau against the appliance.

Without cover strip "B"

- Remove the cover strips "A", see fig. 1.2.
- Build the false chimney or plateau against the appliance.

4.4 Control box (see fig. 4.0)

Please note!

Fix the Control box at an accessible location behind the service door, see 12.3 and 12.4.

Electric connection

- Use the supplied extension cable to connect the Control box to the Engine, see fig. 4.0-B.
- Direct the DC cable, inside the Engine, to the Control box and connect it, see fig. 4.0-A:
 - Max. cable length from the center of the fire to the left is 1,5m.
 - Max. cable length from the center of the fire to the right is 1,0m.
- Connect the supplied mains lead, see fig. 4.0-C.

If desired, an extension set of 2m is available! (The existing cable length will be extended by 2m, item number 20901478).

Water connection

This appliance is equipped with the following (overflow) protections:

- Electromechanical valve in the Control box that is controlled by sensors in the water tank.
- Absorption valve in the Engine that kicks in when the water sump has an unexpectedly overflow, see fig. 5.0-K.
- Connect all parts according flow diagram, see fig. 5.0.
- Place the water filters at an accessible location in correct alignment, there's a "flow" direction marking on both filters.

Please note!

Carry out a performance test, see chapter 8 and check all connections for water leakage before placing the fuel bed and front glass.

4.5 Built-in structure

- The construction may not rest on the fire.
- Keep a minimum distance of 10mm between built-in frame and false chimney breast when using combustible material, see fig. 1.3.
- Take into account a minimum distance of 2mm due to expansion of the fireplace, see fig. 1.3.
- Take into account the thickness of any finishing layer!

Ventilation

- The e-MatriX needs a minimum free space of 50mm above the fire.
- The e-MatriX needs a minimum ventilation of 210cm² underneath the fire.

5 Removing glass

5.1 Front glasses e-MatriX-RD

Front glass (see fig. 1.1a, provide service from this side).

- Rotate both glass clamps clockwise. See fig. 2.0a and 2.0b.
- Place the suction cups and remove the front glass. See fig. 2.0c.

For replacing the glass repeat the steps in reverse order.

Second front glass

For cleaning only it's not necessary to remove this glass.



- Remove both glass springs at the top. See fig. 2.2a.
- Place the suction cups and remove the front glass. See fig. 2.2b.

For replacing the glass repeat the steps in reverse order.

5.2 Front glasses e-MatriX ST

Front glass (see fig. 1.1b, provide service from this side)

- Remove the cover strip. See fig. 2.3a, 2.3b and 2.3c.
- Rotate the glass clamp clockwise. See fig. 2.3d and 2.3e.
- Place the suction cups and remove the glass. See fig. 2.3f.

For replacing the glass repeat the steps in reverse order.

Second front glass

For cleaning only it's not necessary to remove this glass.

- Remove the cover strip. See fig. 2.4a, 2.4b and 2.4c
- Remove both glass springs at the top. See fig. 2.4d
- Place the suction cups and remove the glass. See fig. 2.4e.

For replacing the glass repeat the steps in reverse order.

5.3 Side glass e-MatriX RD

For cleaning only it's not necessary to remove this glass.

• Place the suction cups and remove the glass. See fig. 2.1.

For replacing the glass repeat the steps in reverse order.

6 Removing fuel bed

- Please note!
 - Never lift up the fuel bed without using the supplied handles, fig. 3.0a.
 - Keep the handles for future use.

e-MatriX RD,ST

- Remove the front glass, see chapter 5.
- Cover/remove the cover strip to avoid scratches, see "A" fig. 3.0b.
- Screw the handles in the fuel bed, see fig. 3.0a.

• Lift up the fuel bed carefully, disconnect the plug and store it at a safe place, see fig. 3.0b.

For replacing the fuel bed repeat the steps in reverse order.

e-MatriX RD,ST (LL)

- Remove the front glass, see chapter 5.
- Cover/remove the frame to avoid scratches, see "A" fig. 3.1c.
- First, remove the two small logs see fig. 3.1a, before turning the handles in the fuel bed, see fig. 3.1b.
- Lift up the fuel bed carefully, disconnect the plug and store it at a safe place, see fig. 3.1c.

For replacing the fuel bed repeat the steps in reverse order.

7 Placing decoration material

Please note!

- Keep decoration material away from children, pets and persons with reduced physical or mental capabilities.
- Don't place decoration material in the centre area, see fig. 6.0 or fig. 6.1.

The supplied artificial ash and chips can be used to personalize your fire!

8 Performance test

- "First time water fill", see user manual chapter 4.
- Check all connections for water leakage.
- Check if the extractor fan is running.
- Check if the heating fan is running.
- Check if the remote control is functioning at the desired distance (max. 8m)
- Replace fuel bed, see chapter 6.
- Replace front glass, see chapter 5.
- Perform a final functional check.

9 Maintenance

9.1 Maintenance frequency

 Cleaning water sump, air filter and replacing transducers.
Commercial use:

every three months.

Domestic use:

o once a year.





- Cleaning mesh filter and replacing in-line filter.
 - Commercial use:
 - o once a year.
 - Domestic use:
 - every second year.

Please note!

The maintenance interval depends on the water quality and/or the running hours and therefore can differ from the above mentioned.

Cleaning water sump

- Please note!
 - Press the main switch of the Control box to the "OFF" (0) position, see fig. 4.0-D and disconnect the power supply.
 - Never use abrasive cleaners.
 - 1 Remove the front glass, see chapter 5.
 - 2 Remove the fuel bed, see chapter 6.
 - 3 Disconnect the "fill cap" by turning it clockwise, see fig. 7.0
 - 4 Disconnect both transducer cables, see fig. 7.1.
 - 5 Release the clip on both sides and remove the nozzle, see fig. 7.2 and 7.3.
 - 6 Without spilling any water, lift up the water sump gently and empty the water sump, see fig. 7.4.
 - 7 The transducers are fixed in the water sump with plastic clips. Push the clips backwards gently and remove the transducers, see fig. 7.5.
 - 8 Put a small amount of washing up liquid into the water sump and using a soft brush to clean the sump. Also clean the transducers, including the discs underneath the cones. Remove the cone by turning it clockwise, see fig. 7.6.
 - 9 When cleaned, thoroughly rinse the water sump with clean water to remove all traces of washing up liquid.
 - 10 Clean the nozzle (fig. 7.3) with a soft brush and flush out thoroughly with water.

Reverse the steps above to reassemble.

Cleaning air filter

- 1. Gently slide the air filter upwards out of its plastic holder, see fig. 7.0.
- Gently rinse with water in the sink and dry with fabric towel before returning.
- 3. Refit the air filter.

- 4. Place the fuel bed, see chapter 6.
- 5. Place the front glass, see section 5.

Replacing transducers

Please note!

Press the main switch of the Control box to the "OFF" (0) position, see fig. 4.0-D and disconnect the power supply.

- Follow the first 7 steps in section "Cleaning water sump" in chapter 9.1 to gain access and remove the transducers.
- Place the new transducers and repeat the steps above in reverse order. (Please note that the transducer cables will not block the opening of the cones).

Cleaning mesh filter

- 1 Turn off the water supply.
- 2 Close the ball valves.
- 3 Unscrew the base and clean the filter inside.

Replacing the in-line filter

- 1 Turn off the water supply.
- 2 Close the ball valves.
- 3 Replace the filter. Note the flow direction mark on the filter!

9.2 Resetting the absorption valve

When the absorption valve(fig. 5.0-K) is activated, the sponge need to be replaced. The absorption valve is located on the right front at the bottom of the engine.

- 1. Take out the sponge.
- 2. Fix the cause of the water leakage and remove any water at the bottom of the engine.
- 3. Place the new sponge and open the absorption valve by pressing down the white clamp.

10 Technical data

Watts	W	1800-2000
Volts	V	230-240
Batteries remote	V	(2x) 1,5 AA
Water consumption	L/h	0,15
Inlet water pressure	Bar	0,5-8
Water connection	Inch	½ or ¾





11 Troubleshooting and fault codes remote control

Code	Symptom	Cause	Action
	The flame effect will not start.	No power supply.	Check if power supply is connected to wall socket correctly and the mains switch of the Control box is in the ON (I) position.
		Low water level.	See "First time water fill", chapter 4 in the user manual.
		The transducers) are not connected properly.	Check that the connector(s) is inserted correctly, see fig. 7.1.
51	e-MatriX will not start or stopped working and the LED's continuously to blink	Low water level.	See "First time water fill", chapter 4 in the user manual
	twice.		Press the mains switch of the Control box to the "OFF" (0) position, see fig. 4.0-D. Check all connections on water leakage and turn the mains switch back in the "ON" (I) position.
		The absorption valve (overflow protection) is activated.	See section 9.2.
56	e-MatriX will not operate, the LED's continuously to blink four times.	Water filling time is too long.	Press the mains switch of the Control box to the "OFF" (0) position, see fig. 4.0-D. Check all connections on water leakage. Close the ball valves and check the mesh filter (fig. 5.0-F) by unscrewing the base of it to see that it is not clogged with dirt and debris. Open the ball valves again and turn the mains switch back in the "ON" (I) position.
	The flame effect is too low on the highest setting.	The transducers and/or air filter are dirty.	See chapter 9.
	The flame effect is too high and there is too much smoke.	The extractor fan doesn't work anymore.	Check if the fan, mounted at the top right inside the fire, is running.
	Remote is not working.	Low batteries.	Place new batteries, see chapter 5 in user manual.
		Remote isn't paired to receiver.	Pair the remote control with the receiver, see chapter 5 in the user manual.
		Distance to fire is too far.	Shortens the distance.
	Large amount of smoke appears grey or colourless.	Lamp failure.	Replace circuit board with lamps.
57	e-MatriX will not operate, the LED's continuously to blink three times.	Water leak	Press the mains switch of the Control box to the "OFF" (0) position, see fig. 4.0-D. Check all connections on water leakage and turn the mains switch back in the "ON" (I) position.
58	e-MatriX will not operate, the LED's continuously to blink once every eight seconds.	Water level too high.	Press the mains switch of the Control box to the "OFF" (0) position, see fig. 4.0-D and call for maintenance.



12 Dimensional drawings

12.1 e-MatriX heat 800/500 RD (LL)









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12.3 Control box





12.4 Remote access door (article number A9299463)















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