



VEL40 INSET ELECTRIC FIRE

**INSTALLATION AND USER GUIDE**  
READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

THIS PRODUCT IS ONLY SUITABLE FOR WELL  
INSULATED SPACES OR OCCASIONAL USE



## IMPORTANT INFORMATION

- **WARNING:** In order to avoid overheating, do not cover the heater or air vents located on the appliance.
- **CAUTION:** Some parts of this product can become very hot and cause burns. Under no circumstances should persons under the age of 12 be left alone with the product when it is in operation unless a suitable fireguard is used to protect them against the possibility of coming into direct contact with the appliance.
- 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.
- Particular attention has to be given where children and vulnerable people are present.
- The heater must not be located immediately below a socket-outlet.
- The plug must remain easily accessible after installation of the appliance.
- Only use this heater on a 240V AC 6Amp circuit. NEVER overload the circuit.
- Do not use this heater in the immediate surroundings of a bath, a shower or a swimming pool.
- Keep the appliance away at least 1 meter from furniture, curtains or other combustible material when in use.
- This appliance is intended for indoor use only and is not suitable for outdoor operation.
- Do not use the appliance in rooms with explosive gas (e.g. petrol) or while using inflammable glue or solvent (e.g. when gluing or varnishing parquet floors, PVC etc.).
- Do not insert any objects into the appliance.
- Do not place the power cord under carpet or a rug.
- Do not operate the appliance near flammable materials or fire.
- Switch off and unplug the appliance from the mains socket when not in use or before cleaning and maintenance.
- Regularly inspect all air vents to make sure they are free from dust, lint or any other blockage. Unplug the unit and clean with a vacuum cleaner only. Do not rinse or get wet.
- Do not clean the appliance with abrasive cleaners.
- This product is not intended for use as a primary heat source. It is for supplemental heat only.
- Never modify this heater. Doing so could result in personal injury or property damage and would void warranty.
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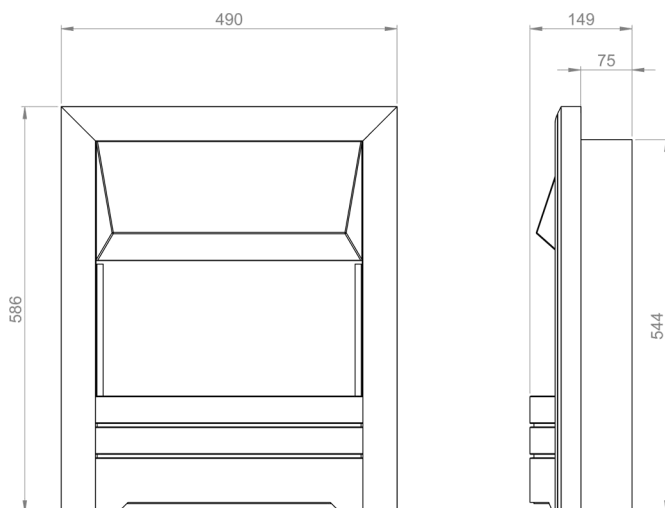
## REMOTE CONTROL BATTERY INFORMATION

- Only adults should handle the batteries. Do not allow a child to use the remote control unless the battery cover is securely attached.
- The battery type used in this remote control is 2 x AAA 1.5V battery. The batteries are located internally and are readily accessible.
- Remove the cover on the back of the remote control to remove the batteries.
- Do not mix battery types or new and used batteries.
- Batteries are to be inserted with the correct polarity.
- Batteries must be disposed of safely at your local recycling point.

**BATTERIES ARE DANGEROUS IF SWALLOWED!**

## FEATURES

- 220-240v 50Hz
- 1kW/2kW Heat Outputs
- Thermal Cut-Out Device
- Adjustable Flame Colour
- LCD Display Remote Control Handset
- 7 Day Programmable Timer
- Thermostatic Control
- Multi-option Fuel Bed



## INSTALLATION

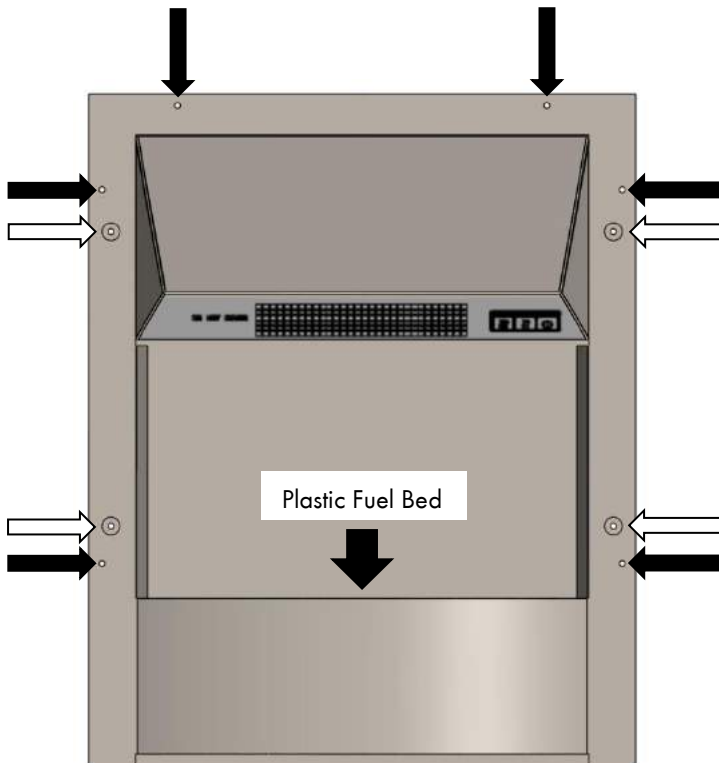
Carefully unpack the appliance and dispose of the packaging responsibly. Keep plastic wrapping away from children.

Offer the appliance to the intended installation location and fix in place using appropriate screws (not supplied) through the holes indicated below with black arrows.

Take the decorative trim and offer to the appliance. The magnets (indicated below with white arrows) will secure the decorative trim to the appliance.

**NOTE: Some decorative trims may require additional magnets to achieve a firm grab. If required, these additional magnets are packed with the decorative trim. Gently place one of the additional magnets onto each of the existing magnets indicated below with white arrows.**

Arrange the fuel onto the appliance. The crystals, logs, pebbles or 1 piece coal bed can be arranged directly onto the plastic fuel bed.

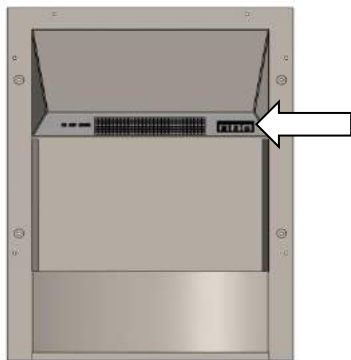


## USER INSTRUCTIONS - OPERATION

This appliance can be operated manually (with limited, basic functions only) or by remote control.

### Manual Control

Ensure that the appliance is turned on at the mains. Locate the manual operating buttons situated to the right side of the heater outlet.










Power ON/OFF



Heater - Level 1 (1kW)

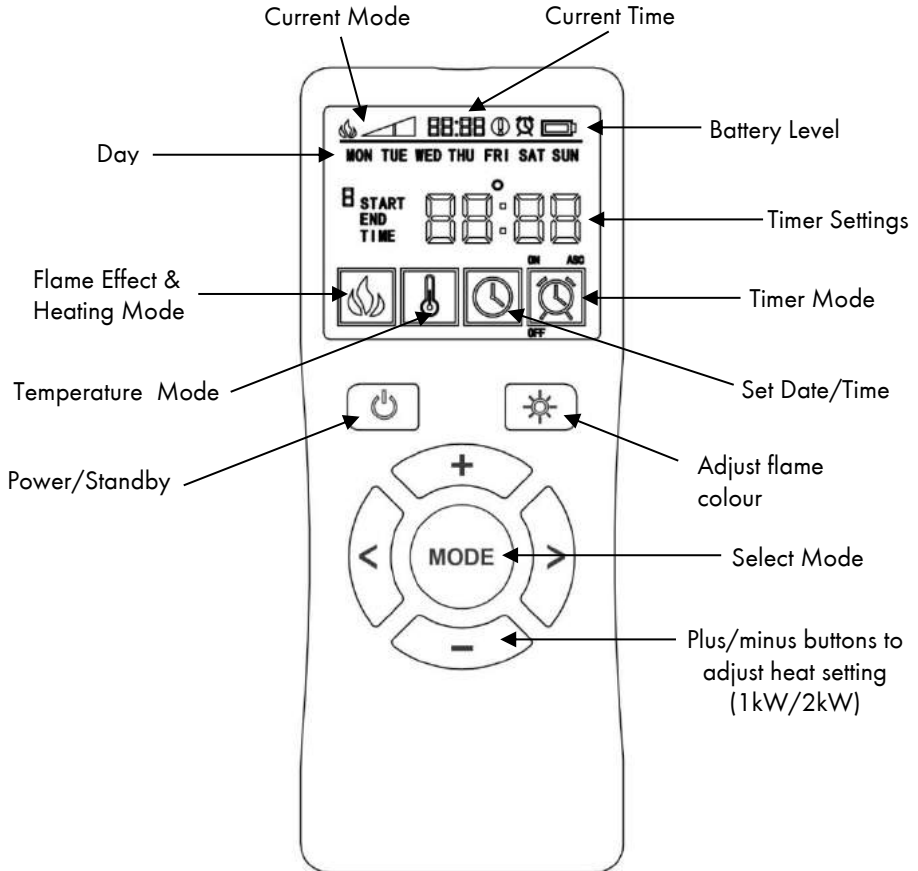


Heater - Level 2 (2kW)

| BUTTON   | FUNCTION  | ACTION & INDICATION  |
|--|---|--|
|   | <p>ON: Enables control panel functions and remote control.</p> <p>OFF: Disables control panel functions and remote control.</p>   | <p>ON: Turns the flame effect on at its brightest setting. All functions are on standby, and the flame on.</p> <p>OFF: Flame effect turns off. Power and all functions turn off.</p>   |
| <br> | <p>HEATER buttons: Turns heater on and off.</p> <p><b>NOTE:</b> The heater only works when the flame effect is on. If the flame effect is off, the heater will not turn on.</p> <p><b>NOTE:</b> Heating at Level 2 only works when the Level 1 heat setting is active.</p> <p><b>NOTE:</b> To prevent overheating, the heater blows cool air for 10 seconds after the heater turns off.</p> | <p> Press once. Heating at Level 1 will commence.</p> <p> Press once. Heating at Level 2 will commence.</p> <p> Press twice. Heating at Level 2 turns off and returns to Level 1 heating.</p> <p> Press twice. All heating turns off. The Heater blows cool air for 10 seconds then turns off.</p> |


# USER INSTRUCTIONS - OPERATION

## Remote Control






## USER INSTRUCTIONS - OPERATION

When the appliance is in standby mode, the remote control will show the current time, battery level and operating mode at the top of the screen.

The appliance can be turned on by pressing the POWER/STANDBY button on the remote control.  This will turn on the flame effect only. The desired operating mode can then be selected.

### Flame Effect and Heating Mode

- Press the MODE button to choose . The flame and heating function can now be adjusted. The  symbol will show in the top left of the display.
- When the appliance is turned on, the flame is at its brightest setting.
- To adjust the colour of the flames, press the  button. The flames will cycle through the full spectrum of colours available. A second press of the button will stop the cycling and select the current colour.
- Press the +/- buttons to adjust the heating between Level 1 (0.75kW) and Level 2 (1.50kW)



Level 1


Level 2

### Temperature Mode (Thermostatic)

In temperature mode, a specific temperature limit can be set so that the appliance automatically turns off the heater when the room temperature reaches that limit, after which the appliance will continue to operate in flame effect mode only. The temperature range that can be set is:

Fahrenheit 65-95°F

Centigrade 18-35°C

- Press MODE to choose . Continue to press MODE to choose between Fahrenheit and Centigrade settings.
- Press +/- buttons to select the required temperature limit and activate the heater.
- For the heater to operate in Temperature mode, the set temperature limit must be higher than the current room temperature. If the temperature limit is set lower than the current room temperature then the appliance will operate on flame effect mode only.


## USER INSTRUCTIONS - OPERATION

When the appliance is in standby mode, the remote control will show the current time, battery level and operating mode at the top of the screen.






### Timer Mode

In timer mode the appliance can be set to operate and turn off at a set of pre-programmed times.

#### Timer Mode - Setting the Day/Time

- Press MODE to choose . 'MON' will blink on the screen.
- Press +/- buttons to select a date from 'MON' to 'SUN'.
- When correct day is blinking press </> buttons to select the hour setting. The hour setting will now blink – press the +/- buttons to select the correct hour.
- When the correct hour is blinking press </> buttons to select the minute setting. The minute setting will now blink – press the +/- buttons to select the correct minute.


#### Timer Mode - Setting the Programme

- Press MODE to choose . 'OFF' will blink under the  icon.
- Press +/- buttons to highlight 'ON ASC' above the  icon. This switches to smart mode. Press > button to move to the next step.
- Press MODE button to highlight the day to set a programmed start/end time to operate the heater. Press +/- to cycle between 'MON' and 'SUN'. When the correct day is blinking press </> to adjust the start time setting.
- The word 'START' and the  will now blink on the screen. Press +/- buttons to select the correct hour. Press > to move to the next step.
- The 'START' and minutes will now blink on the screen. Press +/- buttons to select the correct minute. Press > to move to the next step.
- The word 'END' and the  will now blink on the screen. Press +/- buttons to select the correct hour. Press > to move to the next step.
- The 'END' and minutes will now blink on the screen. Press +/- buttons to select the correct minute. Press > to move to the next step.



## USER INSTRUCTIONS - OPERATION

- The temperature display will now blink. Press +/- buttons to select the correct temperature.
- Press > to move to the next step. Note: A sound will be heard to indicate you have completed the preset time mode.
- Repeat the steps above to preset each day of the week.

Note: If Timer Mode has been programmed incorrectly, e.g. the END time is earlier than the START time,  will show on the screen.

Note: When Timer Mode is on, the  icon will show on the top of the screen.

Note: When the battery power is low the battery log will blink on the screen. You should insert a new battery. The original settings can remain programmed for up to 30 minutes after the battery is taken out of the remote control handset.

## CLEANING & MAINTENANCE

Ensure that the appliance is completely cooled down and disconnected from the mains supply before undertaking any cleaning or maintenance work.

Do not use abrasive cleaners.

Use a lightly damp cloth to wipe clean the glass panels and metal surfaces.

Keep the air inlets clear and free from dust and debris. Regular cleaning is advised to prevent performance problems. Clean the areas around the air inlets (indicated with arrows below) with a soft cloth/duster or vacuum cleaner.



## TROUBLESHOOTING

### No power to the appliance

- Check that the appliance is connected to the mains supply and switched on
- Check the remote control batteries
- Check the consumer unit breaker has not tripped
- Check the fuse in the plug
- Confirm the output from the socket by plugging in a different appliance

### Flame effect working but no heat

- Determine if Temperature Mode is activated and that the set temperature is higher than the current room temperature
- Check for blockages/obstructions around air intakes as the safety cut-out may have activated. Clear any blockages/obstructions
- Switch appliance off at the mains, wait for 1 minute then switch back on. These actions should reset the safety feature

### Noise during operation

- It is normal for some noise during operation due to moving mechanical components and air movement
- Check for any foreign objects deposited through the air vents

### Remote control not working

- Refer back to check that the appliance has power
- Check the batteries in the handset are in working order and show no signs of corrosion or damage

### Burning smell coming from appliance

- Check for a build-up of dust or obstruction on the air vents and clear if necessary
- Check for any foreign objects or liquids deposited through the air vents
- Do not operate the appliance if the smell persists.

# TECHNICAL INFORMATION

| Item                                     | Symbol   | Value   | Unit | Item  | Unit  |
|--|--|---------|------|---|-------|
| <b>Heat output</b>                       |  |         |      | <b>Type of heat input, for electric storage local space heaters only (select one)</b> |       |
| Nominal heat output                      | $P_{nom}$  | 2.0     | kW   | manual heat charge control, with integrated thermostat                                | [no]  |
| Minimum heat output (indicative)         | $P_{min}$  | 1.0     | kW   | manual heat charge control with room and/or outdoor temperature feedback              | [no]  |
| Maximum continuous heat output           | $P_{max,c}$  | 2.0     | kW   | electronic heat charge control with room and/or outdoor temperature feedback          | [no]  |
| <b>Auxiliary electricity consumption</b> |  |         |      | fan assisted heat output  | [no]  |
| At nominal heat output                   | $e_{lmax}$   | 1.851   | kW   | <b>Type of heat output/room temperature control (select one)</b>                      |       |
| At minimum heat output                   | $e_{lmin}$   | 0.964   | kW   | single stage heat output and no room temperature control                              | [no]  |
| In standby mode                          | $e_{lSB}$  | 0.00029 | kW   | Two or more manual stages, no room temperature control                                | [no]  |
|  |  |         |      | with mechanic 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] |
|  |  |         |      | <b>Other control options (multiple selections possible)</b>                           |       |
|  |  |         |      | room temperature control, with presence detection                                     | [no]  |
|  |  |         |      | room temperature control, with open window detection                                  | [no]  |
|  |  |         |      | with distance control option  | [no]  |
|  |  |         |      | with adaptive start control   | [yes] |
|  |  |         |      | with working time limitation  | [no]  |
|  |  |         |      | with black bulb sensor  | [no]  |
| Contact details                          | Percy Doughty & Co<br>Imperial Point, Express Trading Estate, Stone Hill Road,<br>Farnworth, BL4 9TN, United Kingdom |         |      |   |       |



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