

**UK**

# **NEW FOREST 870 ELECTRIC FIRE INSTALLATION & USER INSTRUCTIONS**



**BRITISH  
FIRES**

## // INSTALLATION & USER INSTRUCTIONS

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## // 1.0 IMPORTANT NOTES

Important – these instructions should be read carefully and retained for future reference.

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

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

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

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

**CAUTION:** Some parts of this appliance can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

Check that all parts included are intact and not damaged. 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. Never use the appliance if the cord or any part of the appliance shows signs of damage. The heater must not be located immediately below a socket-outlet.

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

**WARNING:** In order to avoid overheating, do not cover the fan of 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 cut-out, 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 appliance. DO NOT leave the appliance unattended during use.

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 appliance 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 appliance is only suitable for well-insulated spaces or occasional use.

DO NOT use this appliance in an open flue.

## // 2.0 INSTALLATION REQUIREMENTS

The appliance is supplied with a pre-wired three pin plug (13 Amp fuse rated) and 1.8 metres of electrical cable. It is therefore necessary for a suitable electrical socket to be located within this distance and be easily accessible. This appliance is suitable for installation in static holiday/park homes. The appliance may be hard wired into a fuse spur, providing that the fuse spur is external to the installation and easily accessible, this must be carried out by a service agent or competent person, such as a qualified electrician.

### // WARNING:

Before enclosing the appliance, test the power in situation in order to ensure the power to the appliance working properly.

## // 3.0 APPLIANCE DATA FOR THE NEW FOREST 870 ELECTRIC FIRE

New Forest 870	
Weight (kg)	25.6kg (w/o fuelbed components)
Dimensions	H465 x W870 x D311 (mm)
Supply Voltage and Rating Power	220-240V AC, 50Hz
Fuse Rating	13 Amp
Heating Elements	1260-1500 W
Lighting	LED

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.

Item	Symbol	Value	Unit
<b>Heat Output</b>			
Nominal heat output	P <sub>nom</sub>	1.5	KW
Minimum heat output (indicative)	P <sub>min</sub>	0.75	KW
Maximum continuous heat output	P <sub>max, c</sub>	1.5	KW

<b>Auxiliary electricity consumption</b>			
At nominal heat output	e <sub>lmax</sub>	0.0	KW
At minimum heat output	e <sub>lmin</sub>	0.0	KW
In standby mode	e <sub>lSB</sub>	0.0	KW

Item	Unit
<b>Types of heat input, for electric storage local space heaters only</b>	
Manual heat charge control with integrated thermostat	N/A
Manual heat charge control with room and/or outdoor temperature feedback	N/A
Electronic heat charge control with room and/or outdoor temperature feedback	N/A
Fan assisted heat output	N/A

<b>Type of heat output/room temperature control</b>	
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	Yes
With electronic room temperature control	No
Electronic room temperature control plus day timer	Yes
Electronic room temperature control plus week timer	Yes

Item	Unit
<b>Other control options</b>	
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

## // 4.0 COMPONENT CHECKLIST

Quantity	Description
1	Heater unit
1	Wall bracket
1	Remote control handset
1	Box of logs
1	Bag of slate
1	Bag of bark
1	Bag husk
1	Bag of large crystals
1	Bag of small crystals
2	AAA batteries
2	Blanking plates
2	L-shaped brackets
4	Small end trims
2	Large end trims
12	Firebox screws
8	Wall plugs
8	Fixing screws

### // IMPORTANT:

When unpacking product please note the wall mounting brackets x 2 are on base under polystyrene.

## // 5.0 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.

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 run the supply cable under carpets.

DO NOT site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack.

DO NOT site behind an opening door where mechanical impact/damage could occur.

DO NOT site where the supply cable would become a trip hazard.

DO NOT sit, stand or forcefully pull on the appliance.

DO NOT obstruct, cover or force items into the openings.

DO NOT use the heater to dry clothes.

DO NOT site/use in an outdoor location(s).

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 on the following pages.

## // 6.0 CLEARANCES TO COMBUSTIBLES

The minimum distance to the front of the appliance is 900mm.

There are no clearances for above or to the side of the appliance, apart from being clear of curtains and drapes for a flush wall installation.

### // CAUTION:

This appliance is heavy. Always seek assistance whilst unpacking and/or during installation. Please read all the instructions before continuing to unpack or install appliance.

## // 7.0 UNPACKING THE APPLIANCE

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

- 1) 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.
- 2) When lifting the electric appliance, always keep your back straight. Bend your legs and not your back. Avoid twisting at the waist. It is better to reposition your feet.
- 3) Avoid upper body / top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways while handling the appliance.
- 4) Always grip the appliance with the palm of the hand – do not use the tips of fingers for support.
- 5) Always keep the appliance as close to the body as possible. This will minimize the cantilever action.
- 6) Use gloves to provide additional grip.
- 7) Unpack the package and lift the appliance 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.

## // 8.0 PREPARING THE APPLIANCE

### ADDING BLANKING PLATES AND TRIMS; REMOVING FRONT GLASS

#### Front-Facing (One-sided)

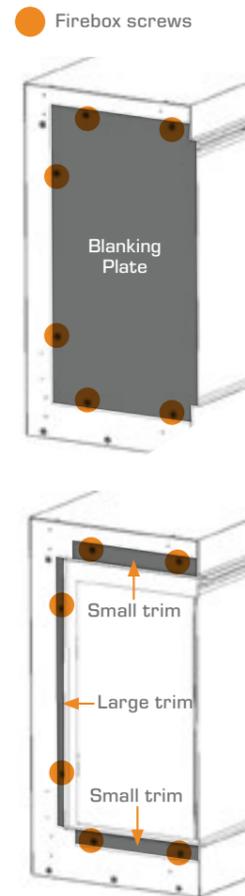
A blanking plate will need to be installed at each end of the appliance, offer the blanking plate up to the side of the appliance and ensure that all of the holes in the blanking plate line up with the holes on the side of the firebox. Once in the correct position, screw the 6x firebox screws with a cross headed screw driver into position, use the same process for both sides.

#### Cornered (Two-sided)

Install only one of the blanking plates on the end that will be covered. Follow the front-facing instructions, above, for the one blanking plate. For the exposed side the trims will need to be used. Place both small trims into position, lining the screw holes up, then when in the correct position screw into place with the screws provided using a cross headed screwdriver. Next, secure in place the large trim vertically on to the side of the appliance in between the two small trims. Line the screw holes up and secure the provided screws into place with a cross headed screwdriver.

#### Three Sided & Suite Installations

Place both small trims into position, lining the screw holes up then screw into place with the screws provided using a cross headed screwdriver. Once the small trims are installed the large trim will be vertically placed in between the two small trims, as pictured above. Use the same steps for both sides.



We strongly recommend that two people are used to remove the glass, both using protective gloves.

To remove the front glass from the appliance, use a cross headed screwdriver to remove the screws from either end of the top bracket of the appliance, holding the glass in place.

Ensure the glass is supported at all times.

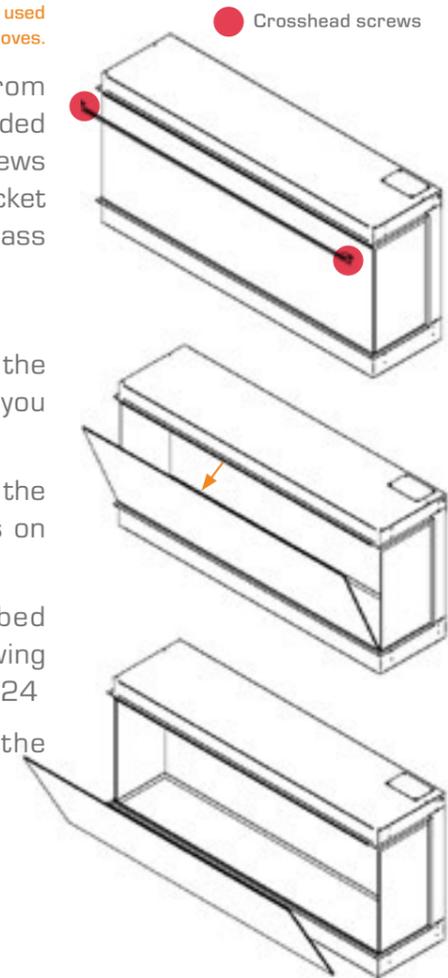
Next, gently lever the top of the glass towards you, ensuring you have full support of the glass.

Lift the glass up and out from the appliance and place the glass on a soft, flat surface on the floor.

Insert your preferred fuel bed options as shown in the following pages in section 10.0, pgs 19-24

To re-install the glass, see the instructions in reverse order.

The 12x (4x8mm) firebox screws can be found packaged in the top polystyrene casing and the blanking plates and trims can found underneath the base of the Styrofoam.

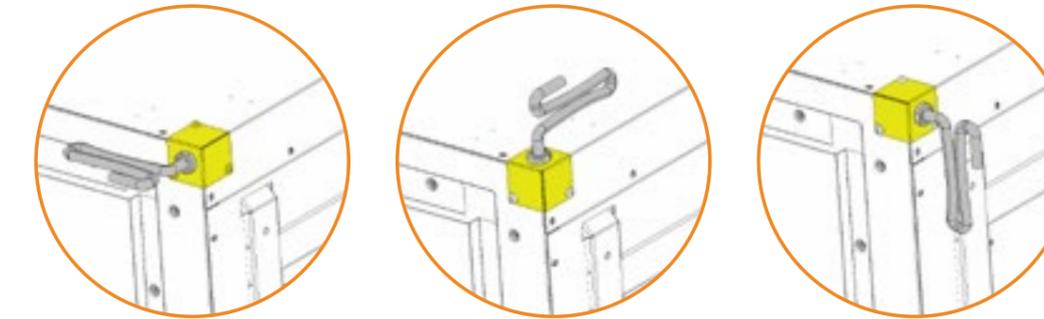


## // 8.1 PREPARING THE APPLIANCE

### ALTERING THE CORNER BRACKET POSITION

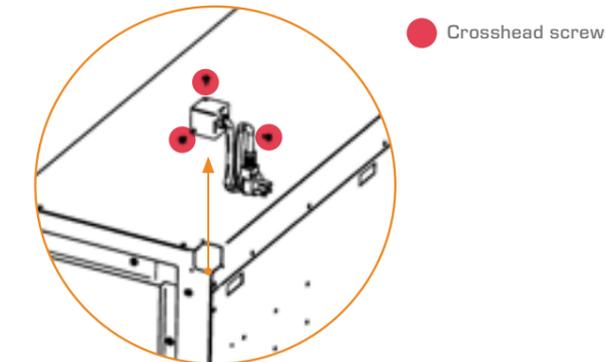
#### Different corner bracket orientations

Select which orientation the power cable would suit the installation best.



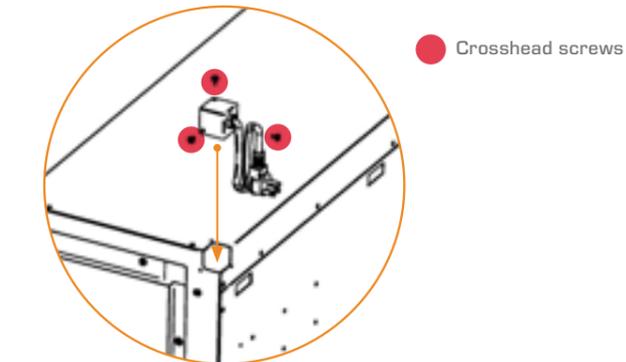
#### Removing the corner bracket

Remove the three (3x) screws holding the corner bracket into position on the rear right hand side of the appliance with a cross headed screw driver.



#### Reinstalling the corner bracket

Once the preferred position has been selected, screw the three (3x) screws back into position, securing the corner bracket into place.



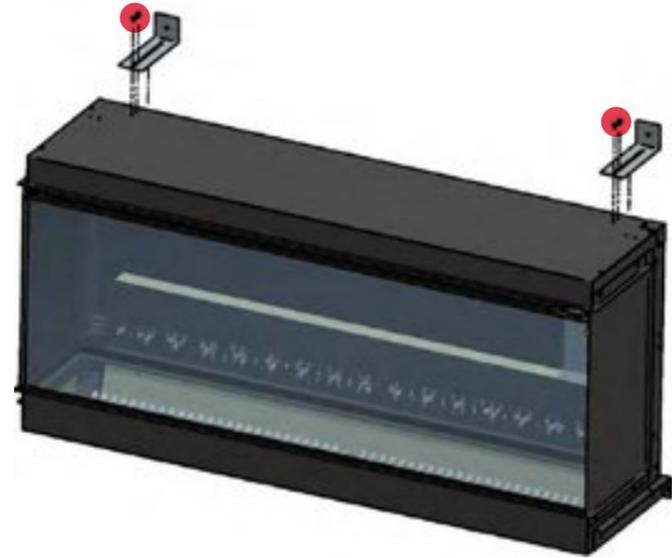
## // 8.2 PREPARING THE APPLIANCE

### ATTACHING L-SHAPED BRACKETS TO THE APPLIANCE

Using a cross headed screw driver screw the wall brackets onto the top of the appliance with the four (4x) 4 x 8 mm firebox screws provided to suit your preferred installation. (Rear fixing or side fixing.)

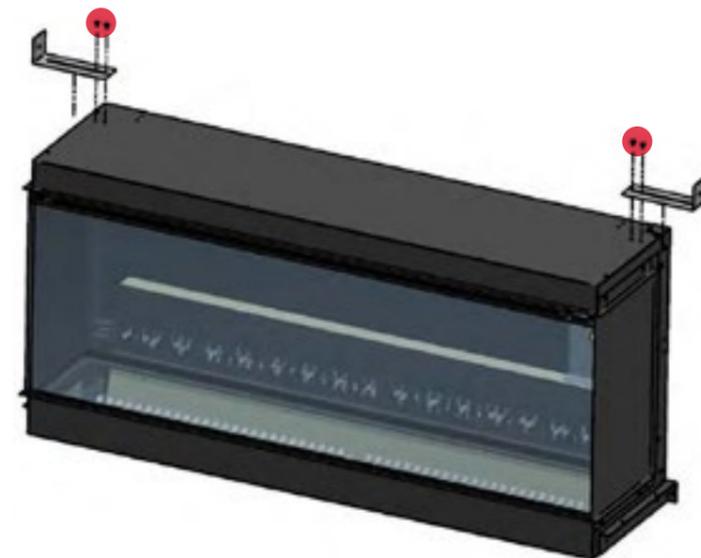
#### Rear Fixing

● Crosshead screws



#### Side Fixing

● Crosshead screws



## // 9.0 INSTALLATION FOR NEW FOREST 870 ELECTRIC FIRE

British Fires 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 appliance 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. Do not block the ventilation holes of the appliance. The wall onto which the appliance/stud wall 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.

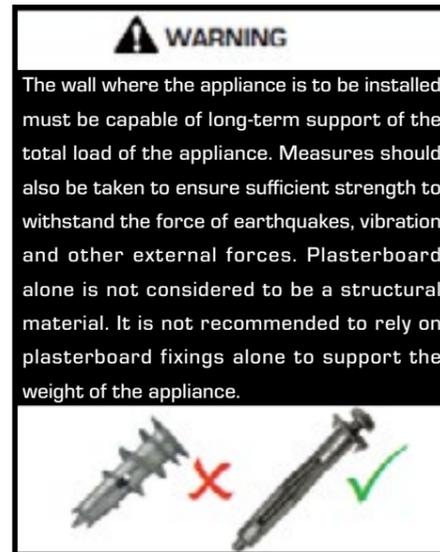
If the appliance/stud wall is to be mounted on a dry lined wall or a timber framed construction wall then efforts should be made to fix into two or more wooden studs, or supporting wooden members of the wall using the fixing screws provided. If this is not achievable then the wall should be strengthened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

Ensure that the correct wall plugs are used for the type of wall that the stud work is being connected to.

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.



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.

## // 9.1 INSTALLATION – STUDWALL

The stud wall **MUST** include a header at the dimensions, highlighted on the following pages. This is to ensure that the weight of the finished wall is not resting on top of the appliance.

The power inlet cable can be installed through your choice of two locations on the top, right hand corner of the appliance. Each can be accessed through one removable plate.

This appliance should be positioned on a firm level surface and in a clean ‘dust free’ environment. If fitted into an open chimney, the chimney must be blocked off to reduce the risk of draught and damp through the fire, which may cause the safety cut out system in the fan heater to operate.

The base of the opening/stud work must be able to take the full weight of the appliance.

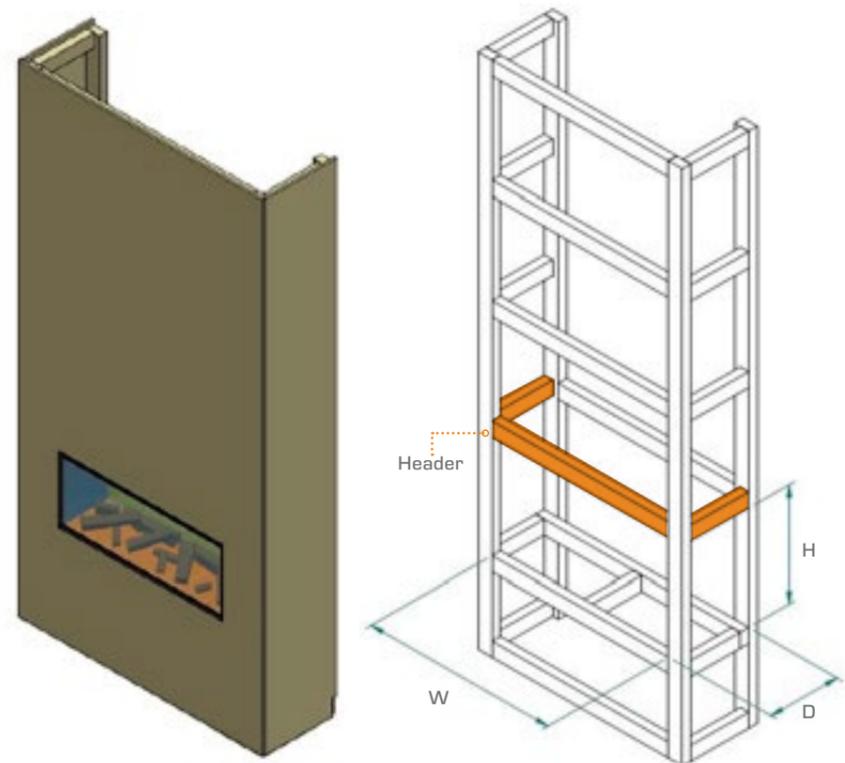
Any protruding headers **MUST** be made of a non-combustible material. See page 10.

To install into a stud wall the mounting bracket must be removed from the rear of the appliance as shown in section 8.2.

Once the frame work has been constructed and secured to the wall and the appliance is in its end position, ensure that there is power to the appliance before any cladding/plasterboard is installed.

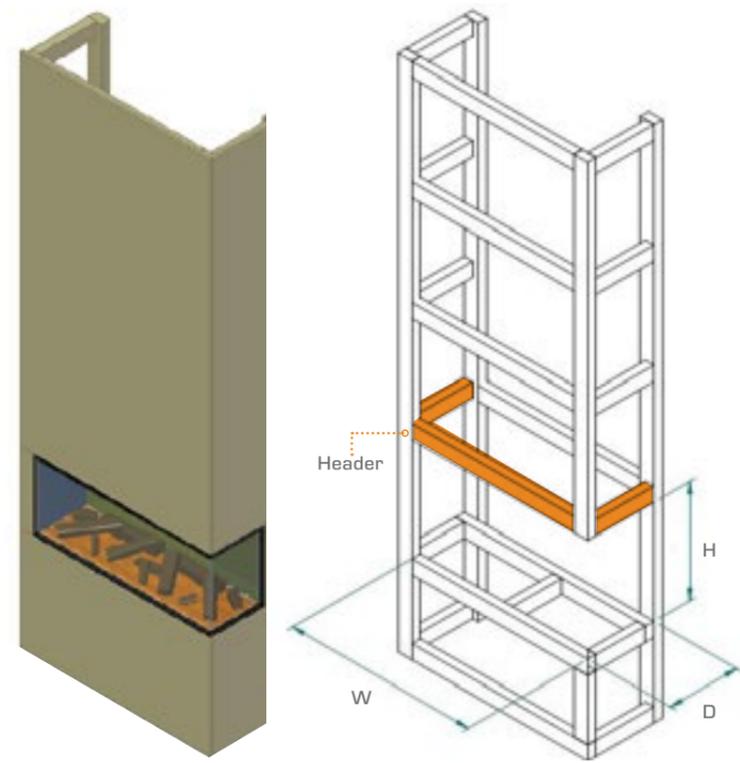


## // 9.1 INSTALLATION – STUDWALL



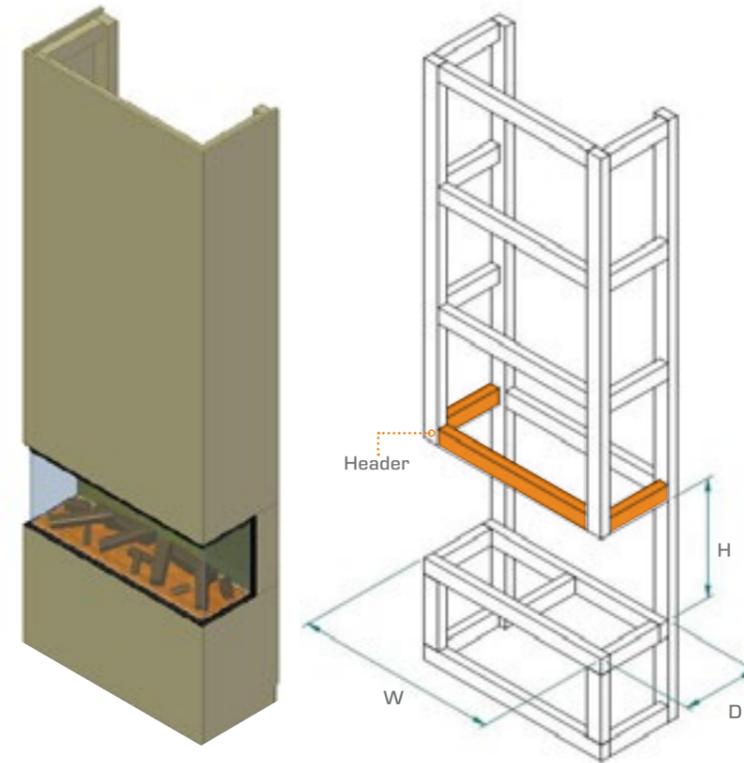
// One-sided (fully-recessed) installation

Open Dimensions for New Forest 870		
Height	Width	Depth
465mm	847mm	300mm



// Two-sided installation

Open Dimensions for New Forest 870		
Height	Width	Depth
465mm	847mm	300mm

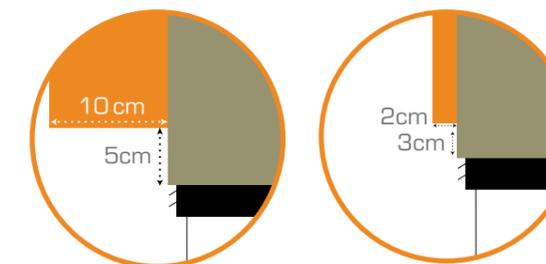


// Three-sided installation

Open Dimensions for New Forest 870		
Height	Width	Depth
465mm	847mm	300mm

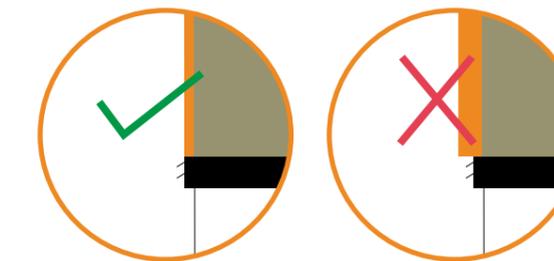
## SHELF CLEARANCES

### Offset Overhang



\*Shelving clearances pictured above must be followed for the New Forest 870 model. Failure to do so may cause the thermostatic control to switch off the product.

### Direct Overhang

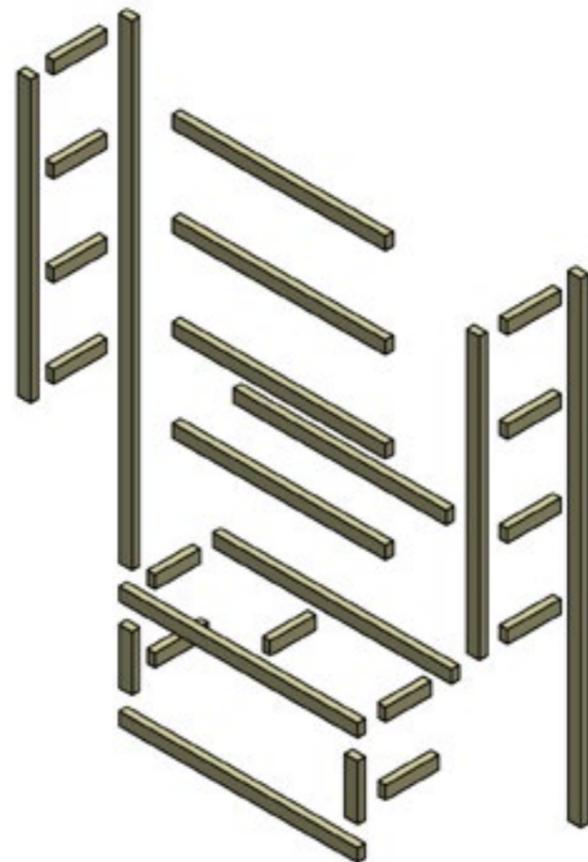


✓ Flush to the edge directly above heater

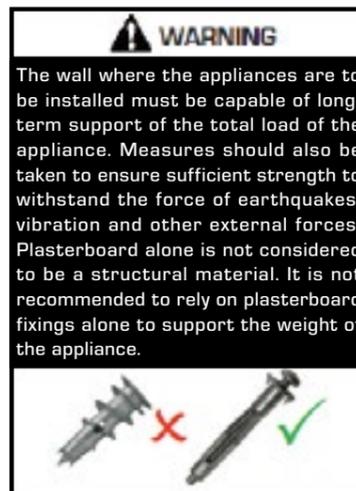
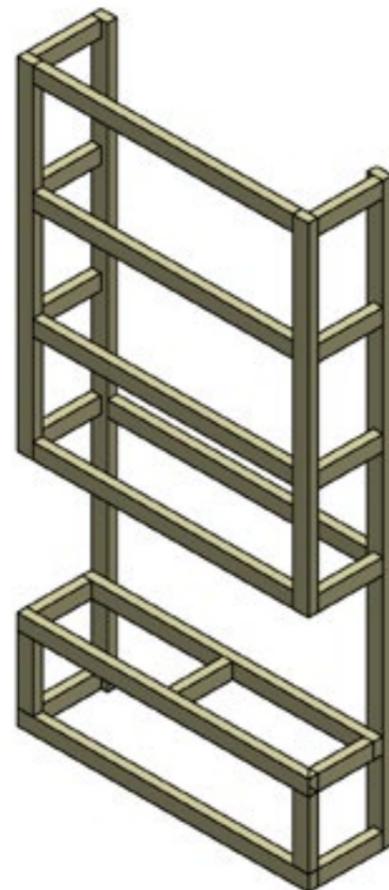
✗ Overhanging directly above the heater

## // 9.3 INSTALLATION – STUDWALL FIXING FALSE CHIMNEY BREAST CONSTRUCTION

**Step 1 – Prepare framework to desired dimensions**  
See section 9.1 (Pg 11–12) for dimensions



**Step 2 – Build frame work and inset the fire**  
Ensure the structure is safely secured to the wall using the appropriate fixings method and able to support the full weight of the appliance. Please see section 9.0, page 10, for further information

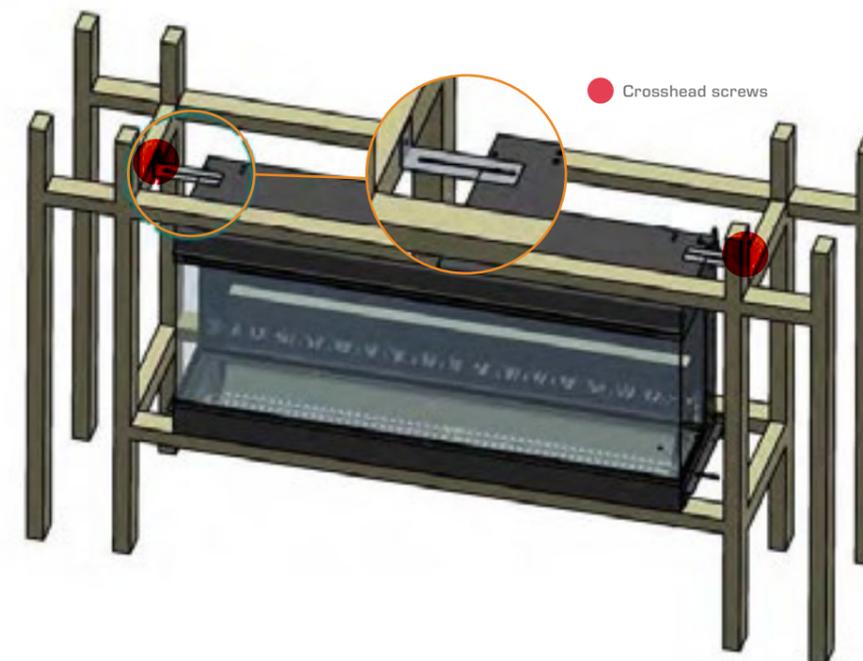


Check regularly for security of wall fixings as appropriate. Also check security of supply cable and connections. If the supply cable becomes damaged, it must be replaced by a service agent or competent person, such as a qualified electrician.

## // 9.3 INSTALLATION – STUDWALL FIXING FALSE CHIMNEY BREAST CONSTRUCTION

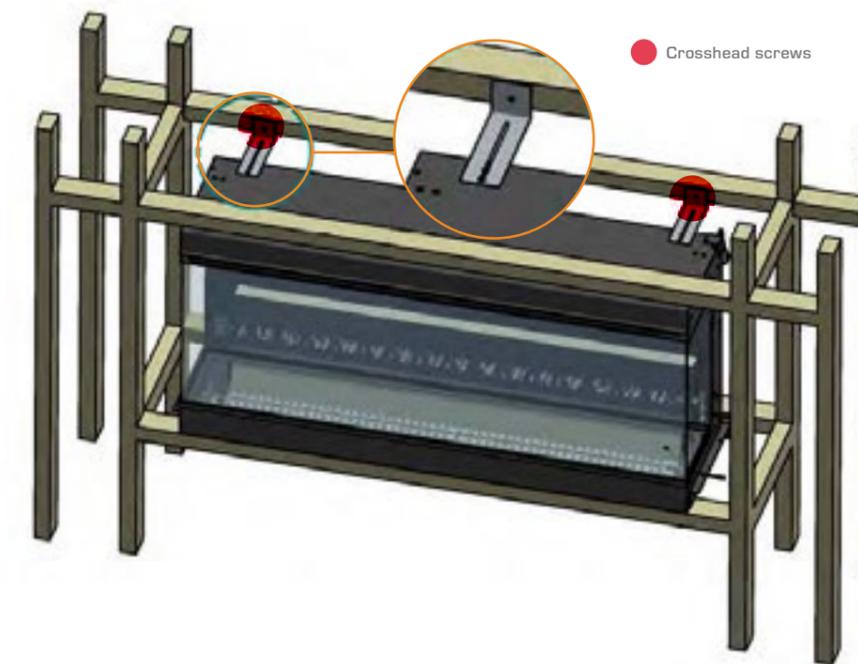
**Step 3 – Installing the appliance**  
Insert the appliance into the false chimney breast. With a pencil mark through the wall fixing bracket on to the wall/studding where you wish to attach the appliance to the structure.

**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.**



Remove the appliance from the position and use an appropriate sized drill for the chosen wall fixing. If the appliance is to be installed into a brick masonry wall the supplied wall plugs can be used, to use these wall plugs drill a 8 mm wide x 50 mm deep hole into the wall. Insert the 2x wall plugs into position, then return the appliance to its finished position. Screw the wall screws through the wall brackets on the appliance and into the wall plugs in the wall and tighten, securing the appliance into position.

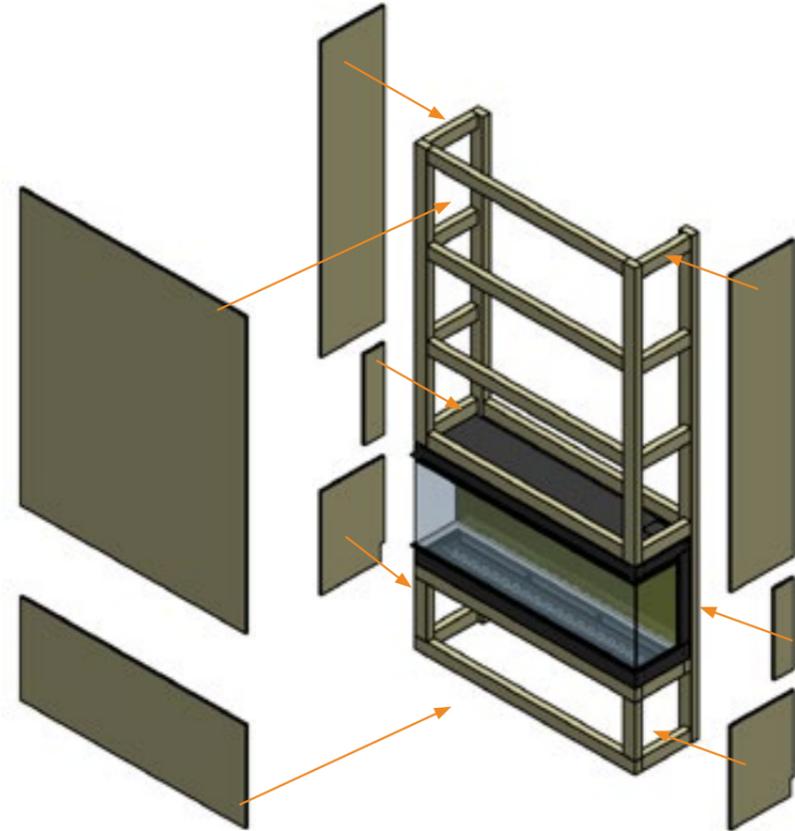
Once the appliance is in the correct position plug the appliance into the wall and check the power to the appliance. Refer to sections 11.0 and 12.0 on how to sync the remote and operate the appliance.



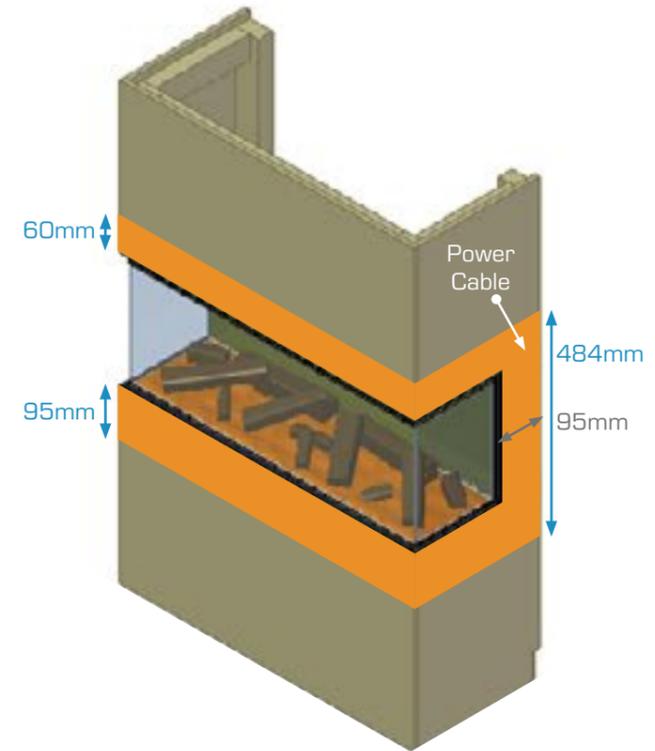
## // 9.2 INSTALLATION – STUDWALL FIXING FALSE CHIMNEY BREAST CONSTRUCTION

**Step 4 – Add finishing boards.** \*Important – fire must be in place before this stage\*

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.



DO NOT DRILL THROUGH  
HIGHLIGHTED SECTION BELOW

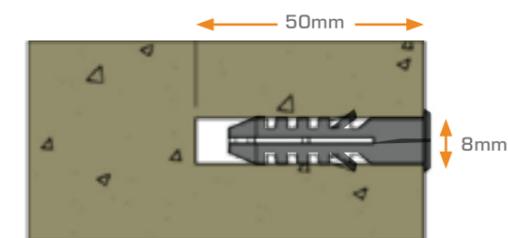
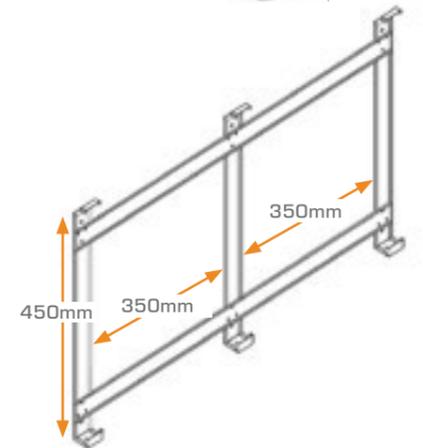
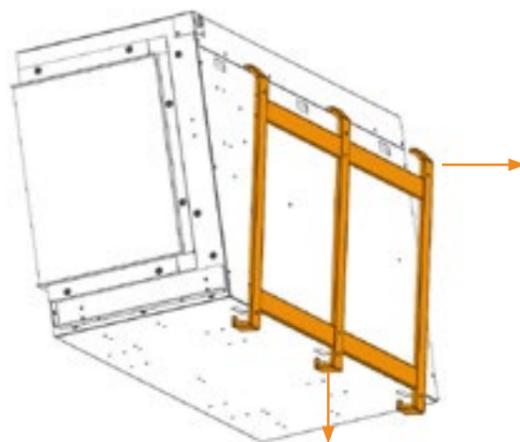


### // IMPORTANT:

Important do not drill through the appliance when installing the cladding into position!  
The power cable is located on the rear right hand side of the appliance!



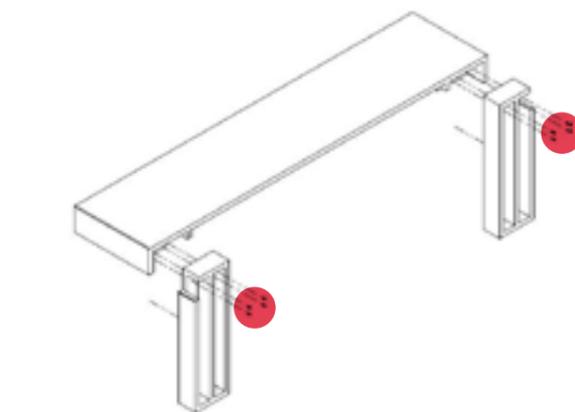
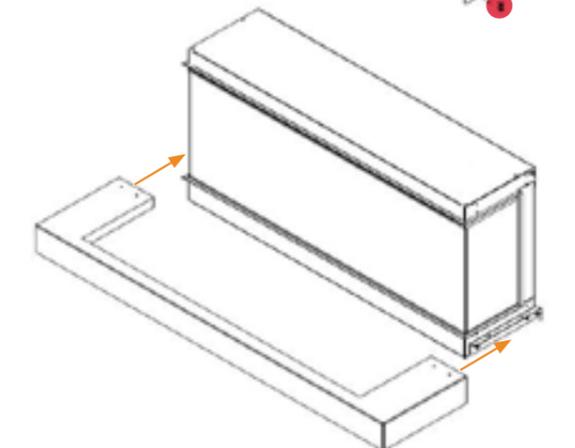
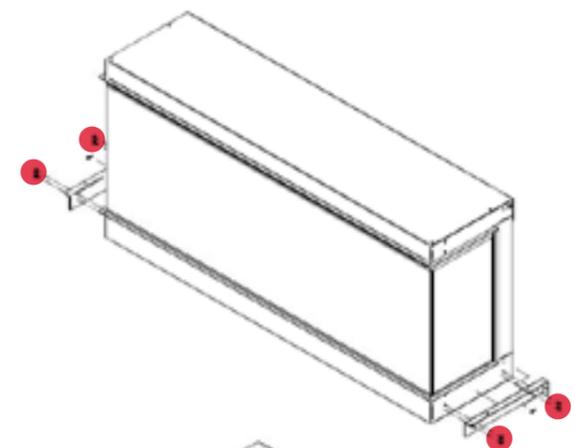
## // 9.2 INSTALLATION – FLOATING



**Before installing the appliance onto the wall with the surround, secure the side trims each side of the appliance as described in section 9.0 Preparing the Appliance.**

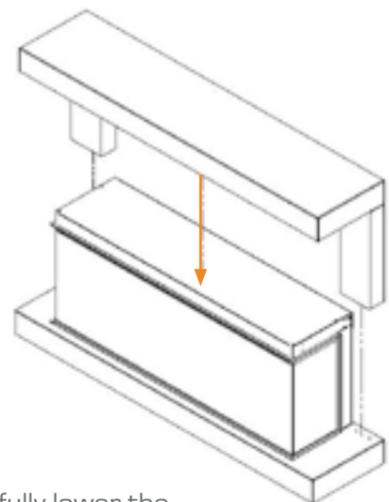
**The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.**

- 1) Remove the mounting bracket from rear of the appliance by moving the bracket down and out from the appliance.
- 2) Find the optimal place to mount your appliance. Consider the proper position relative to your room, placement of furniture and windows.
- 3) 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 eight mounting holes on the wall at the desired mounting location, using the mounting bracket as a template.
- 4) Drill a 8mm diameter holes to at least 50mm deep on the marked points.  
NOTE: If installing the mounting bracket to a wall stud, there is no need to drill the holes in the wood and no need for the plastic wall anchors. It is recommended to install the mounting bracket to at least one wooden stud.
- 5) Tap the 6x wall anchors into the pre-drilled holes with a hammer until they are flush with the wall.
- 6) Secure the mounting bracket to the wall by using all 6x wall-fixing screws.
- 7) Install the appliance back onto the wall bracket.

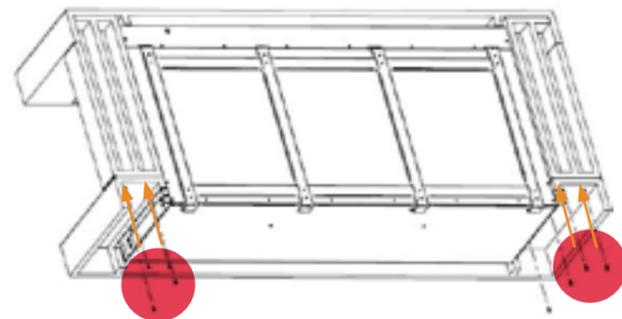


- 8) With the appliance on the wall offer the floating shelf brackets to either sides of the appliance lining up all 8x holes on the floating bracket with the 8x holes on the side of the firebox. Then mark with a pencil through the hole in the end of the bracket against the wall.
- 9) Remove the appliance off of the wall.
- 10) Drill a 8mm hole at least 50mm deep on either side of the appliance.  
**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.**
- 11) Tap the two wall anchors into the pre-drilled holes with a hammer until they are flush with the wall.
- 12) Install the appliance back onto the wall and screw the floating shelf brackets on to the sides of the appliance with the 8x loose firebox screws provided.
- 13) Then screw the wall screws through the rear of the floating shelf brackets and into the wall plugs.
- 14) Carefully slide the bottom of the surround onto the floating shelf brackets.
- 15) Screw the two legs of the surround from the rear onto the back of the top section of the surround as shown, left

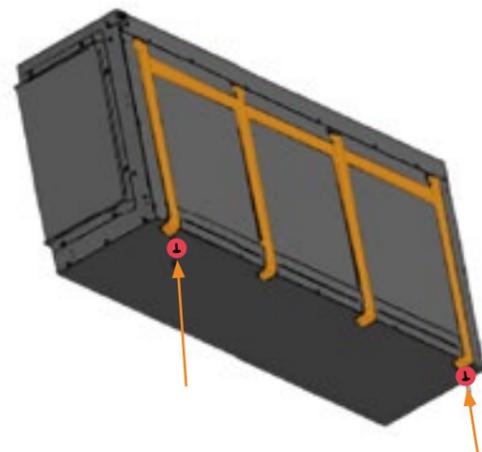
## // 9.2 INSTALLATION – FLOATING



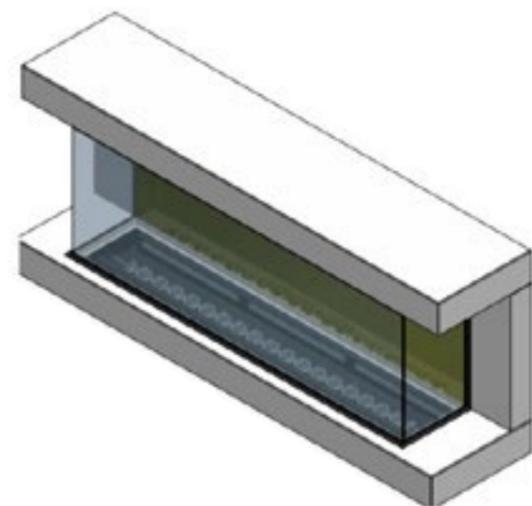
**16)** Carefully lower the top section of the surround onto the top of the firebox.



**17)** Underneath the appliance, with the surround screws, screw up through the bottom surround and into the legs of the surround top section and up through the floating shelf brackets on the appliance the top section.



**18)** Using two (2x) 4 x 12 mm screws from the fixing kit, screw the mounting bracket onto the bottom of the firebox.



## // 10.0 FOREST VIEW FUEL BED LAYOUT



Taking a small amount of the small crystals, scatter randomly over the frosted base as shown above.

**PRO TIP** – Use the small crystals to pick up extra light from the fuel bed to give you the best effect.



Use the contents from the Forest terrain bag and place this in the formation shown above (image 2) towards the front and sides of the frosted base. There should be a single layer to cover this area of the frosted bed and the crystals still visible.



Using the contents from the Husk bag, cover the area on the frosted bed that is still exposed, making sure the crystals are still visible.



Use the slate pieces and place these randomly on the bed as shown in image 4, above.



Place the logs on top of the base layer created by the crystals, Forest terrain, Husk and slate pieces. Position them as shown above. The logs can be placed in any order; for this look the larger logs are in the center with the remaining logs around them.

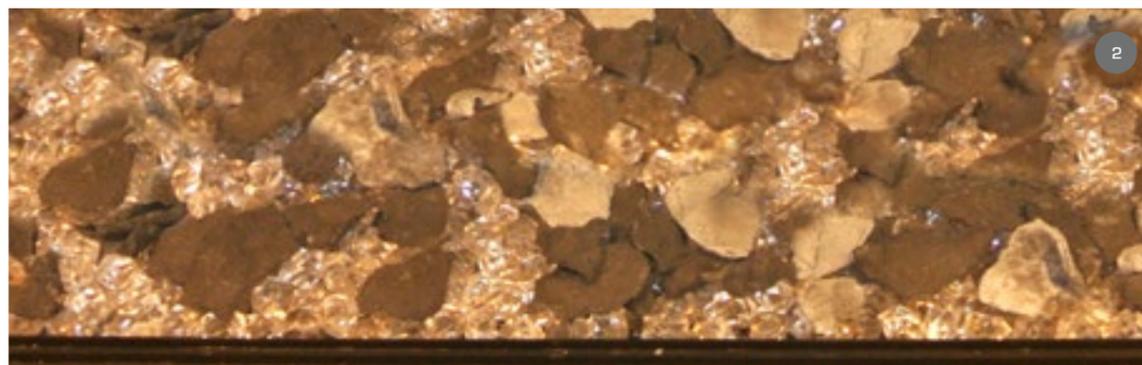
**IMPORTANT** – Place the logs carefully on the fuel bed so you do not make contact with the rear and side glass. Contact with glass may cause damage.



## // 10.1 SLATE VIEW FUEL BED LAYOUT



Evenly scatter the small crystals over the frosted base as shown in image 1, left. The crystals should be spread out across the whole base and form a layer covering the whole area.



Take the two types of the slate effect pieces and spread these evenly throughout, on top of the bed of crystals.



Place the logs on top of the base layer created by the crystals and slate pieces. Position them as shown in image 3. The logs can be placed in any order, we have used the larger ones as centre pieces and placed the remaining logs around them.

**IMPORTANT** – Place the logs carefully on the fuel bed ensuring you do not make contact with the rear or side glass. Coming into contact with glass may cause damage.



## // 10.2 DIAMOND LIGHT VIEW FUEL BED LAYOUT



Evenly scatter the small crystals over the frosted base as shown in image 1, left. The crystals should be spread out across the whole base and form a layer covering the whole area.



Take the larger crystals and place these in position as shown in image 2, left. For the best results, remove a small amount of the small crystals and place the larger crystal directly on the frosted base.

Three Diamond Light colour settings (Orange, Purple, Blue)

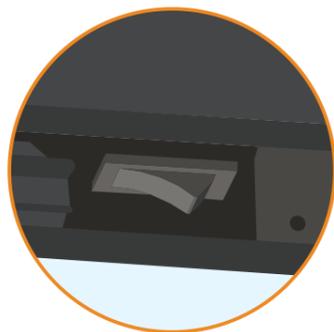


## // 10.3 DELUXE REAL LOGS (UPGRADE OPTION)



## // 12.0 PAIRING THE REMOTE CONTROL

The ON/OFF switch is located on the front, top right hand side of the appliance. Press the O/I button once to turn the fire on. The appliance will then automatically start with the LED flame-effect activated.



Within 1 minute of turning the power on by the main ON/OFF switch (located on the front, top right hand side of the appliance), press and hold and the 🔥 and 🔌 buttons on the remote control for 3 seconds, to remotely pair to the appliance, the LCD only displays bL (displayed at the display temperature position) and flashes for 5 seconds, then returns to the current display state. The remote is then paired to the appliance.



## // 13.0 OPERATING THE APPLIANCE

The ON/OFF switch is located on the front, top right hand side of the appliance. Your model may require pressing the O/I button once to turn the fire on.

### REMOTE CONTROL

The button distribution of the remote controller is as shown right, and the current state information of the electric fireplace, such as the flame effect, fuel bed, setting, temperature and time set, is displayed on the LCD screen on the remote control.

#### 1) Standby

Turns the appliance ON/OFF standby, the default settings are: heater set to 82°F/27°C, the main flame effect is F1, the Fuel bed is L1 (no temperature display).

#### 2) Flame Control

Changes the flame effect brightness F1, F2, F3, F4, F1 (cycle adjustment)

#### 3) Heater

Heater button switches to the temperature adjustment option when the weekly timing function is adjusted. Then use the ⊕ and ⊖ buttons to select the desired temperature. The temperature cannot be adjusted while the daily timer control is in use. Only the heating function can be switched.

#### Temperature Setting range:

Centigrade: 17°C, 18°C, 19°C, 20°C, 21°C, 22°C, 23°C, 24°C, 25°C, 26°C, 27°C, ON, 17°C (Cycle)

Fahrenheit: 62°F, 63°F, 64°F, 65°F, 66°F, 67°F, 68°F, 69°F, 70°F, 71°F, 72°F, 73°F, 74°F, 75°F, 76°F, 77°F, 78°F, 79°F, 80°F, 81°F, 82°F, ON, 62°F (Cycle)

\*Press and hold the heater button for 3 seconds can transfer from °C to °F.



#### 4) Fuel Bed

Changes the colour of the fuel bed. L1, L2, L3, L4, L1 (cycle adjustment)

#### 5) Sleep Timer

Adjusts the timer: 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H, OF, 1H (cycle)

#### 6) Down Light

Turns the down lighting ON/OFF, (the down light symbol will be lit when it is turned on).

#### 7) Time and Week Settings

Press to enter the time and week timer settings.

#### 8) Lower temperature 1°C or F°

Press this button to lower the temperature by -1°, incrementally, while the heating is turned on.

#### 9) Raise Temperature 1°C or F°

Press this button to raise the temperature by +1°, incrementally, while the heating is turned on.

#### 10) Date Set

To choose from Monday to Sunday or week timer mode option. Option mode: 1-2-3-4-5-6-7-A-oF.

## // 12.0 OPERATING THE APPLIANCE

### Standby Button:

Turns the appliance ON/OFF standby, the default settings are: heater set to 82°F/27°C, the main flame effect is F1, the Fuel bed is L1 (no temperature display).

### Changing Flame Effect:

In the power-on state, press this button, the digital screen displays the flame position and the flame indicator is bright, and the main flame position can be adjusted. The flame brightness settings are: F1, F2, F3, F4, **Set as follows:**

Button	Display	Flame Effect
1st Press	F1	Full
2nd Press	F2	Medium
3rd Press	F3	Low
4th Press	F4	cycle through settings

### Heating Operations:

**1)** Press the heater button to turn the heating function on and off and adjust the temperature setting. Heater is divided into temperature settings: 17°C, 18°C, 19°C, 20°C, 21°C, 22°C, 23°C, 24°C, 25°C, 26°C, 27°C, ON, 17°C. (Circular operation control)

**2)** Press and hold the heater button for 3 seconds to convert the temperature unit from °C to °F. The temperature display window will flash. After the temperature is set, the display unit will flash 5 times, then automatically saves the settings and exits the setting state. After the display unit is turned on, if there is no operation within 10 seconds, the setting status is also exited.

**3) Fan delay function:** After the appliance is turned off, the fan will continue running for 15 seconds then stop.

**Open Window Detection function:** When the appliance is heating, the ambient temperature suddenly drops  $\geq -5^{\circ}\text{C}$  within 10 minutes, and the environment cannot be warmed up within 30 minutes.

The appliance will automatically display “OP”. The heating function will be automatically turned off, and when the “OP” is displayed, it can be turned off and then restarted by turning off and on the appliance to clear the fault code.

**4)** This appliance has a 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 flame-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.

### Fuel Bed Options:

Once powered, press the “Fuel Bed” button and the LCD screen on the remote will display the fuel bed icon. Now, the fuel bed colour can be adjusted. The different settings are: L1, L2, L3, L4; Fuel bed light. **Set as follows:**

Button	Display	Flame Effect
1st Press	L1	Orange
2nd Press	L2	Blue
3rd Press	L3	Orange + Blue
4th Press	L4	Cycle through settings

### Setting Sleep Timer:

In the timed display, press the “Sleep Timer” button to adjust the time, plus one hour for each press. (You can’t enter the weekly timing selection, you can only set the current automatic shutdown time. This function is available when the weekly timing function is turned on. Will not operate). Timing range: 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H, OF, 1H (cycle adjustment).

### Control Down Lighting:

Turns the down lighting lights on and off.

### Setting Clock and Timer:

Use the date button to choose from Monday to Sunday or week timer mode option. Option mode: 1-2-3-4-5-6-7-A-oF.

#### Clock setting:

**1)** At standby state (after the unit is plugged in and before pressing “main power”), press and hold the Setting button on the remote for 3 seconds, the digital display will the flash “00:00”.

**2)** Press  $\oplus$  on the remote control to set the hour, press the remote control  $\ominus$  to set the minutes.

**3)** Press “Setting” to enter the setting of the week timer. Press  to select Sunday to Saturday. The date symbol will be light up after the day is selected. When finished, press the  button to exit setting.

**4)** The clock must be set after the initial power-on or power-off, otherwise it will remain in the “00:00” status resulting in a non-functional weekly timer.



## // 12.0 OPERATING THE APPLIANCE

### Heat settings:

Use the remote control's Heater button  to select the temperature. The system default parameters are: 82°F/27°C. Press  &  buttons to select the temperature when the heating is turned on. Temperature range: 17°C, 18°C, 19°C, 20°C, 21°C, 22°C, 23°C, 24°C, 25°C, 26°C, 27°C, ON, 17°C. (Cycle)

### Timing switch ON/OFF preset:

**1)** While in the standby state, press the sleep timer  button on the remote for three seconds to pre set timing switch on/off the week timer. Enter mode 1, while the display is "1 ON", the clock will be "01:00", press  to set hour; press  to set minute, press  to set the week, every press on the  will show SU, MO, TU, WE, TH, FR, SA and flash in turn, you can use the  key to select or de-select the desired date. The  indicates all of the selected days. Press the "Heater"

button  to enter the temperature setting, then press the  &  button to set temperature.

**2)** Press "Setting"  again to set the timer switch off, the display is 1 OFF, the clock is displayed as "02:00", press  to set hour, press  to set minute, the date of the timer off is the same as the timer on, you can't change this manually. After setting, press  to enter the setting of mode 2, which operates the same as mode 1. You can set mode 1 to mode 7 with the above method. Press  or  on the remote for 3 seconds to save setting and exit week timer setting.

**3)** After the preset timing ON/OFF switch, you can use clock/timer  button to select the desired timing mode 1-2-3-4-5-6-7- auto option, after the option shows five seconds without any operation, it will save the selected option and enter the current

setting of the option, the timer logo of the display lighten and will automatically run the preset switch setting program. You can individually select each setting of modes 1-7 for automatic ON/OFF switching, or you can preset the desired settings, and then select "auto mode" for multiple preset series executions.

**4)** If you want to set the ON/OFF switch and temperature setting for different periods of the week, then set the switching time and temperature of each day from Sunday to Monday in mode 1-7. After setting, use "auto mode" to run timing switch and then system will run the week timer of 1-7 modes within 1 day, use "auto mode" to run timing switch ON/OFF within one day. Be aware that when you use "auto mode", you need to make sure the settings of times does not overlap each other, otherwise the timer will not operate.

**5)** After entering the week timer setting, press the  button for 3 seconds to exit week timer mode, then the timer symbol will be extinguished. You can check the 1-7 timer settings by pressing the "Setting"  button. Example: press  to display [1 ON "01:00" temperature 27°C], press  again to display [1 OFF "02:00" temperature 27°C]. Press the "Setting" button again to display [2 On "03:00" temperature 26°C] then press the Setting button to display [7 OFF "13:00" temperature 27°C]. The wireless remote control and the appliance must be kept within 4 meters to prevent the remote control and the appliance from failing due to the distance exceeding the effective remote control range when working at the weekly timing. After the weekly time is turned on, the remote controller automatically controls the appliance at the set appointment time.

## // 13.0 SAFETY CUT-OUT SYSTEM

This appliance has a 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 again:

- 1)** 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.
- 2)** Switch the appliance to ON at the wall.
- 3)** Ensure the appliance is turned ON at the ON/OFF switches.

**NOTE:** During the cut-out test the fire will automatically display '88'.

If the fire fails to operate correctly, repeat steps one and two. 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.

**NOTE:** The flame-effect will remain operational if the cut-out is activated and only the fan heater is prevented from working.

## // 14.0 CLEANING AND MAINTENANCE

### Cleaning:

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. To clean the inside of the glass please refer to section 9.0.

Except for periodic cleaning of dust, there are no specific requirements for care, other than regular cleaning of the general appliance. A wipe with a dry cloth is normally sufficient. DO NOT use abrasive cleaners as they can damage the finish. Make sure the heater outlet and inlet grille (located on the top, front, centre of the appliance) is kept clear of dust, pet hair and other airborne household matter. These should be vacuum cleaned periodically using a brush attachment. The LED light strips are designed and tested to last 20,000 hours.

### Handset Battery Replacement

#### Battery Requirements:

Two (2) AAA 1.5V

- 1)** Remove the battery cover and the used batteries from the back of the remote control.
- 2)** Insert the two replacement batteries the correct way into the battery holder—making sure the batteries are firmly seated.
- 3)** Then insert the battery cover back into position.
- 4)** You will then need to pair the remote to the appliance. Please refer to section 11.0 Pairing The Remote Control.

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.

### // CAUTION:

Always disconnect the appliance from the mains supply outlet socket before undertaking any cleaning or maintenance!

## // 15.0 TROUBLESHOOTING GUIDE

Please reach us at [service@britishfires.com](mailto:service@britishfires.com) if you have issues with your appliance that can't be resolved with our remedies below.

My New Forest Electric Fire...	Remedy
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.
Display panel shows	<p><b>88</b> There is a fault with the heater. 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 vent are not blocked off.</p> <p><b>EE</b> There is an electrical fault. A service engineer will need to check the thermostat for any loose connections.</p> <p><b>OP</b> The open Window Detection function is in operation, this operates when the appliance is heating and the ambient temperature suddenly drops <math>\geq 5^{\circ}\text{C}</math> within 10 minutes, and the environment cannot be warmed up within 30 minutes, resulting in the appliance automatically displaying "OP." The heating function will then be automatically turned off, and when the "OP" is displayed, it can be turned off and then restarted by turning off and on the appliance to clear the fault code.</p>

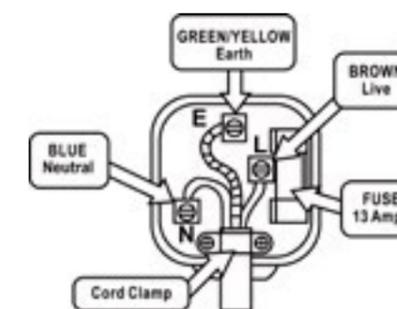
## // 16.0 SERVICING

**There are no internal user serviceable parts.**

This appliance is supplied with a BS1363 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 BS1362. In the event of the mains plug being removed/replaced for any reason, please note :

**IMPORTANT:** The wires in the mains lead are coloured in accordance with the following code:

Blue	Neutral
Brown	Live
Green/Yellow	Earth



As the colours of the wires in the mains lead of this appliance may not correspond with the colour markings identifying the terminals in your plug, proceed as follows.

The blue wire must be connected to the terminal marked with an N or coloured black. The brown wire must be connected to the terminal marked with an L or coloured red. The green/yellow wire must be connected to the earth terminal which is marked with an E or with the earth symbol.

### // WARNING:

Never connect live or neutral wires to the earth terminal of the plug.

**NOTE:** If a moulded plug is fitted and has to be removed take great care in disposing of the plug and severed cable, it must be destroyed to prevent engaging into a socket. Refer to Section 3.0, Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

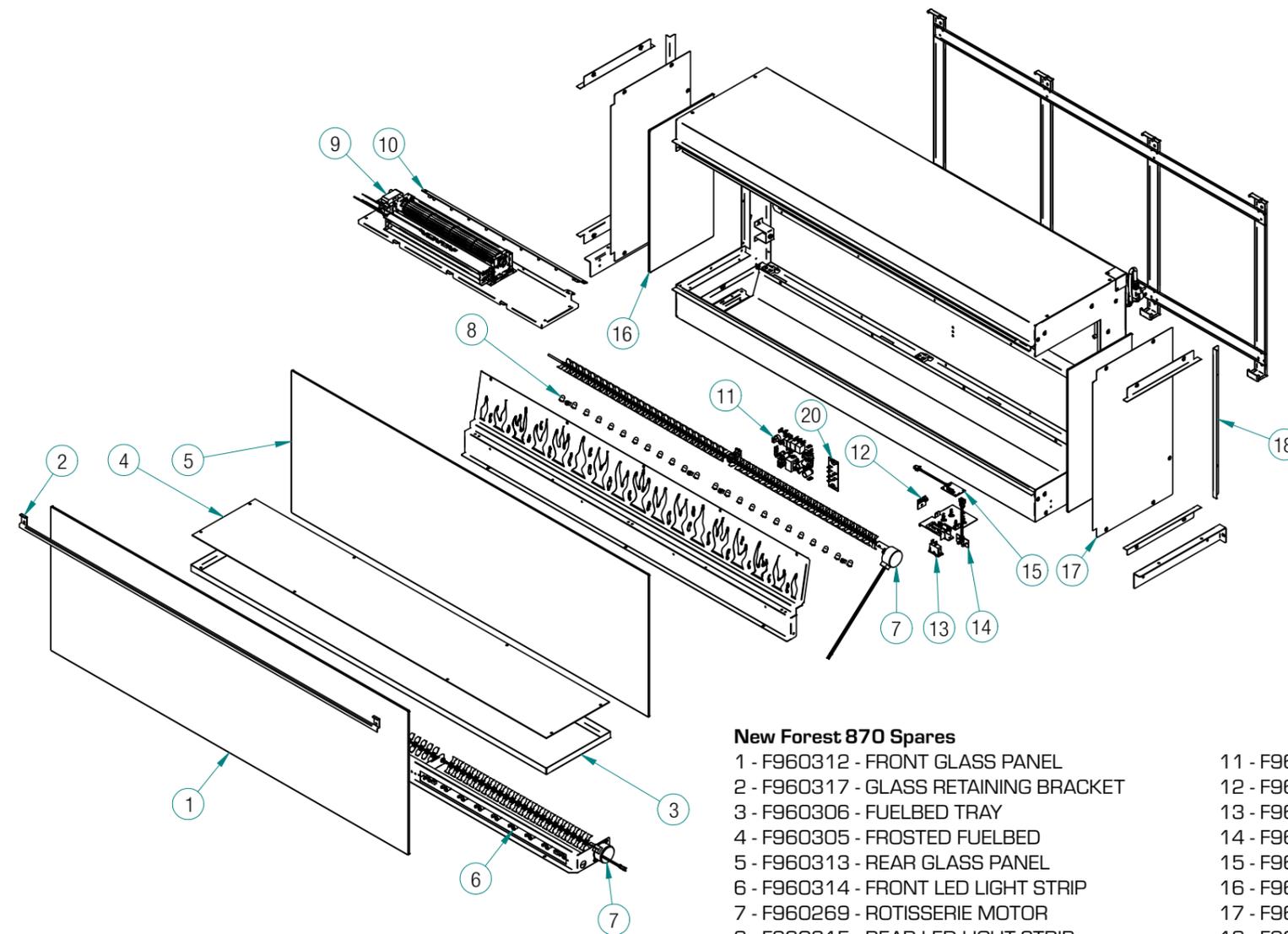
## // 17.0 SPARE PARTS

- A. Small Crystals**
- B. Husk**
- C. Light & Dark Slate**
- D. Large Crystals**
- E. Bark**



**// ATTENTION:**  
The New Forest 1600 comes with additional small logs from the numbered list above

## // 17.0 NEW FOREST 870 SPARE PARTS



### New Forest 870 Spares

- |   |                                       |
|---|---------------------------------------|
| 1 - F960312 - FRONT GLASS PANEL             | 11 - F960267 - PCB                    |
| 2 - F960317 - GLASS RETAINING BRACKET       | 12 - F960274 - NTC THERMOSTAT         |
| 3 - F960306 - FUELBED TRAY                  | 13 - F960271 - ISOLATOR SWITCH        |
| 4 - F960305 - FROSTED FUELBED               | 14 - F960275 - FEEDBACK DISPLAY PANEL |
| 5 - F960313 - REAR GLASS PANEL              | 15 - F960273 - REMOTE RECEIVER        |
| 6 - F960314 - FRONT LED LIGHT STRIP         | 16 - F960311 - SIDE GLASS PANEL       |
| 7 - F960269 - ROTISSERIE MOTOR              | 17 - F960335 - BLANKING PANEL         |
| 8 - F960315 - REAR LED LIGHT STRIP          | 18 - F960336 - LARGE END TRIM         |
| 9 - F960270 - HEATER & FAN ASSEMBLY         | 19 - F960268 - REMOTE HANDSET         |
| 10 - F960272 - DOWNLIGHTING LED LIGHT STRIP | 20 - F960352 - INLET PCB              |

## // 18.0 GUARANTEE, TERMS & CONDITIONS

### AUTOMATIC 1-YEAR GUARANTEE

We offer a standard one-year guarantee on every electric appliance.

### FREE 3-YEAR GUARANTEE WITH REGISTRATION

At British Fires we pride ourselves on quality and performance, so much so that each of our appliances is eligible for a **three-year guarantee** when purchased from an authorised dealer. To cover your appliance for a further two years, free registration is required on our website [www.britishfires.com/guarantee](http://www.britishfires.com/guarantee). Full warranty terms and conditions are available to view at [www.britishfires.com](http://www.britishfires.com).

### TERMS & CONDITIONS

All appliances must be installed in a correctly ventilated space in accordance with the manufacturer's installation instructions and the rules in force. This brochure is for guidance only and is not intended to replace the installation manual, which provides more detailed information. All of our fires carry UKCA & CE Approval. October 2022. British Fires™

- 1) For any claim to be made within three years from date of purchase you will be required to provide and supply your original proof of purchase.
- 2) All appliances must have been installed and operated in accordance with the manufacturer's instructions.
- 3) Purchase(s) must be made through an authorised stockist/retailer.

Please note all consumable items such as any ceramics including; coals, pebbles, logs, bark, crystals, rear panels are not covered by the 3-year guarantee.

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

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

The guarantee period will not be extended even if we repair or replace any appliance or part.

#### Making a claim:

If you wish to make a claim under our guarantee and all the terms and conditions for your appliance have been met then please submit the following information for the attention of the Service Department to the address below.

Alternatively, you can email or fax. British Fires, Service Department, Reid Street, Christchurch, Dorset, BH23 2BT.

Email: [Guarantee@britishfires.co.uk](mailto:Guarantee@britishfires.co.uk) Fax: 01202 588639.

#### Details required:

- 1) Name, full address including postal code and contact telephone number.
- 2) A copy of your proof of purchase (e.g. receipt or bank statement). Please note that this does not affect your statutory rights.



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.

## // 18.0 NEW FOREST 870 DIMENSIONS

#### Dimensions:

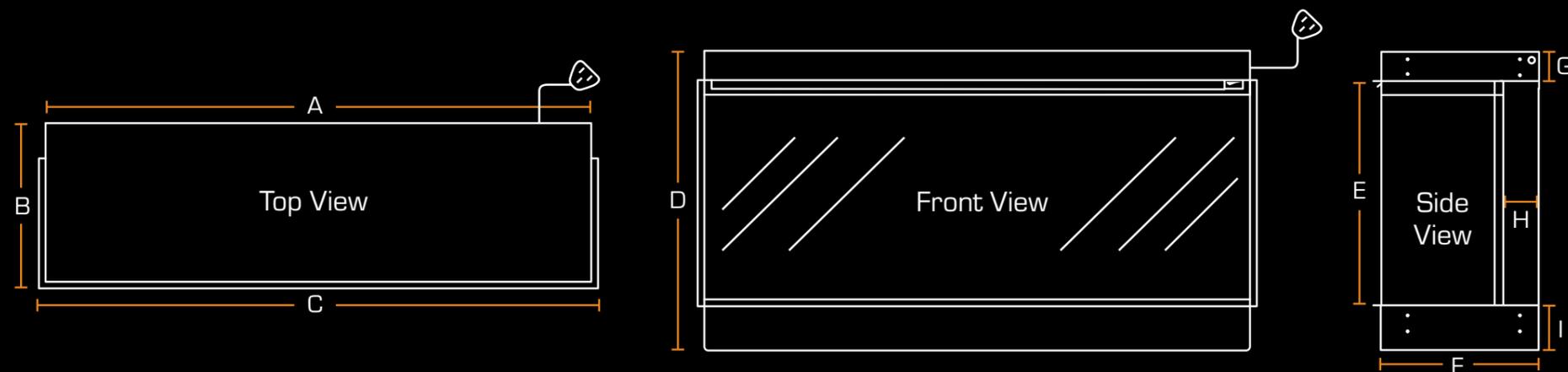
A	845.0 mm
B	311.0 mm
C	870.0 mm
D	465.0 mm
E	329.0 mm
F	300.0 mm
G	49.0 mm
H	67.0 mm
I	83.5 mm

#### Specifications:

Supply voltage:	220-240V AC
Rating power:	50Hz
Fuse rating:	13 Amp
Lighting:	LED

#### Features:

- Outlet plug with 1.8m long cord
- All fuel bed items included
- Remote control included







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



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



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



Model covered by these instructions: New Forest 870 Electric Fire (EF40-32A)

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UK Patent Number:  
GB 2583055 B

Patent applied for:  
EU 19215407.8

All instructions must  
be handed to the user  
for safekeeping.  
Revision – 01/23

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