REAL FLAME

Optimyst®

INSTALLATION AND OPERATING MANUAL

Models:

Cassette 500 Project Optimyst CAS500P-RGB-AU

Cassette 1000 Project Optimyst CAS1000P-RGB-AU

These instructions should be read carefully and retained for future use. Note also the information presented on the appliance.

This product complies with all the required Product Safety, Electromagnetic Compatibility and Environmental Standards. This product is fully compliant with the LVD, EMC, RoHS and Eco Design Directives.

This product is only suitable for well insulated rooms or occasional use

100001216 ANZ V1

REAL FLAME CAS500P-RGB-AU, CAS1000P-RGB-AU

⚠ IMPORTANT INFORMATION

Please read this information guide carefully to be able to safely install, use and maintain your product.

Failure to follow these instructions may cause injury and/or damage and may invalidate your guarantee.

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock and injury to persons, including the following:

- If the appliance is damaged, check with the supplier before installation and operation.
- Do not use this appliance if it has been dropped.
- Do not use outdoors.
- Do not use in the immediate surroundings of a bath, shower or swimming pool.
- Do not locate the appliance immediately below a fixed socket outlet or connection box.
- Use this appliance on a horizontal and stable surface.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

Children should be kept away unless continuously supervised.

Children 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 shall not plug in, regulate and clean the appliance or perform user maintenance.

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

Although this appliance complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs. Ensure that loose combustible materials such as pillows, bedding, papers, clothes & curtains are kept at least 1m away from the appliance mist outlet.

The appliance must be positioned so that the plug is accessible. In the event of a fault unplug the appliance. Unplug the appliance when not required for long periods.

If the supply cord is damaged it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard. Keep the supply cord away from the front of the appliance.

WARNING: This appliance must be earthed.

WARNING: In order to avoid overheating, do not cover the appliance. Do not place material or garments on the appliance, or obstruct the circulation around the appliance.

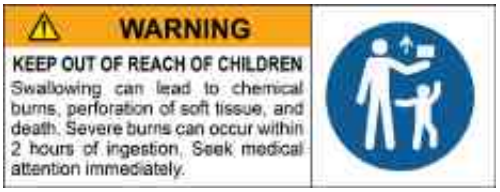
The appliance carries a DO NOT COVER warning symbol. 

WARNING: Risk of fire - We do not recommend the use of this appliance connected through an extension lead or any external switching device such as a plug in timer or remote control plug in adaptor. All heating appliances draw high current through the mains supply and any weakness in the design, connections or components in these devices can easily result in overheating of the connection points resulting in melting, distortion and even the risk of fire!

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

WARNING: KEEP BATTERIES OUT OF REACH OF CHILDREN

1. Swallowing may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the oesophagus.
2. If you think batteries might have been swallowed or placed inside any part of the body seek immediate medical attention
3. Examine devices and make sure the battery compartment is correctly secured, e.g. that the screw or other mechanical fastener is tightened. Do not use if the compartment is not secure.
4. Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.





CAUTION: No obvious symptoms
Unfortunately, it is not obvious when a button or coin battery is stuck in a child's oesophagus (food pipe).
There are no specific symptoms associated with this. The child might:

- cough, gag or drool a lot;
- appear to have a stomach upset or a virus;
- be sick;
- point to their throat or stomach;
- have a pain in their abdomen, chest or throat;
- be tired or lethargic;
- be quieter or more clingy than usual or otherwise "not themselves";
- lose their appetite or have a reduced appetite; and
- does not want to eat solid food/be unable to eat solid food.

These sorts of symptoms vary or fluctuate, with the pain increasing and then subsiding.
A specific symptom to button and coin battery ingestion is vomiting fresh (bright red) blood. If the child does this seek immediate medical help.

The lack of clear symptoms is why it is important to be vigilant with "flat" or spare button or coin batteries in the home and the products that contain them.

GENERAL INFORMATION

- The appliance is a flame effect only and is designed to be built into a wall, surround or structure.
- This appliance requires regular cleaning and maintenance. Please refer to the Maintenance section for details.
- Unpack the appliance carefully and retain the packaging for possible future use.
- Please note: Used in an environment where background noise is very low, it may be possible to hear a sound which is related to the operation of the flame effect. This is normal and should not be a cause for concern.
- This appliance must be installed on a horizontal and stable surface. Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.
- This appliance uses sound (beeps) and lighting (LED blinks) to advise you of errors. Please see troubleshooting guide for further advice.

WATER QUALITY & CLEANING

This product contains and utilises water as an aspect of its operation. The adherence to the cleaning requirement as detailed within the instructions is necessary to ensure that risk/s through bacterial proliferation are minimised.

All internal components of Optimyst that are in contact with water, feature antimicrobial technology, that inhibits the growth of a wide range of bacteria by up to 99.99%. The product protection is effective for the useful lifetime of the product. Its performance has been independently tested to ISO 22196 standard.

- Normal clean tap water should be used in this appliance.
- The product is provided with an in-line mesh filter to help remove contaminants and extend the life of the product.
- In areas with hard water, a water softener (decalcifier) is recommended and more frequent cleaning and maintenance may be required.
- Unfiltered water supplied from a well or any other unmonitored supply is not recommended.
- Do not drink the water from the sump or from the water tank(s).
- The water tank, sump, sump lid, tank cap and air filters must be cleaned once every week, particularly in hard water areas. This is to remove dirt and prevent build up of limescale which could damage the product.
- Ensure any soap/cleaning detergents if used are rinsed off fully to remove any residue before reusing parts. Do not use any harsh or corrosive chemicals for cleaning as these could damage the parts.
- If you intend not using the appliance for longer than a week, drain the water from sump and water tank and dry the sump.

Technical Information, Model No:		CAS500P-RGB-AU		CAS1000P-RGB-AU		
Heat Output		230V	240V	230V	240V	
Nominal Heat Output	P_{Nom}	0.24	0.26	0.47	0.51	kW
Minimum Heat Output	P_{min}	0.24	0.26	0.47	0.51	kW
Maximum Continuous Heat Output	P_{max}	0.24	0.26	0.47	0.51	kW
Auxiliary Electricity Consumption	-	-	-			-
In Standby Mode	P_{Nom}	0.21	0.22	0.43	0.44	W
No room temperature control						

INSTALLATION INSTRUCTIONS

This section describes how to install and set up your fire.

BEFORE YOU START:

- Ensure that all packing items are removed (read any warning labels carefully) and retain all packing for possible future use.
- Before connecting the appliance, check that the supply voltage is the same as that stated on the appliance.
- Ensure that the appliance is installed on a level surface.
- Make sure the appliance is switched OFF for installation.

CONNECTIONS REQUIRED IN ADVANCE OF INSTALLATION

ELECTRICAL CONNECTION

Please ensure a 230/240V 10A power socket is located within 1m of the product. The electrical connection should be accessible during product installation so that the connection can be made to the product easily.

WATER CONNECTION

Please ensure a water connection is located within 1m of the product. The water connection should be one of the following:

A male 19.05mm BSP connection (same as a standard supply for a washing machine)

A male 12.7mm inch BSP connection (Fig 33)

Both the water and electrical connections should be accessible during product installation so that the connections can be made to the product easily.

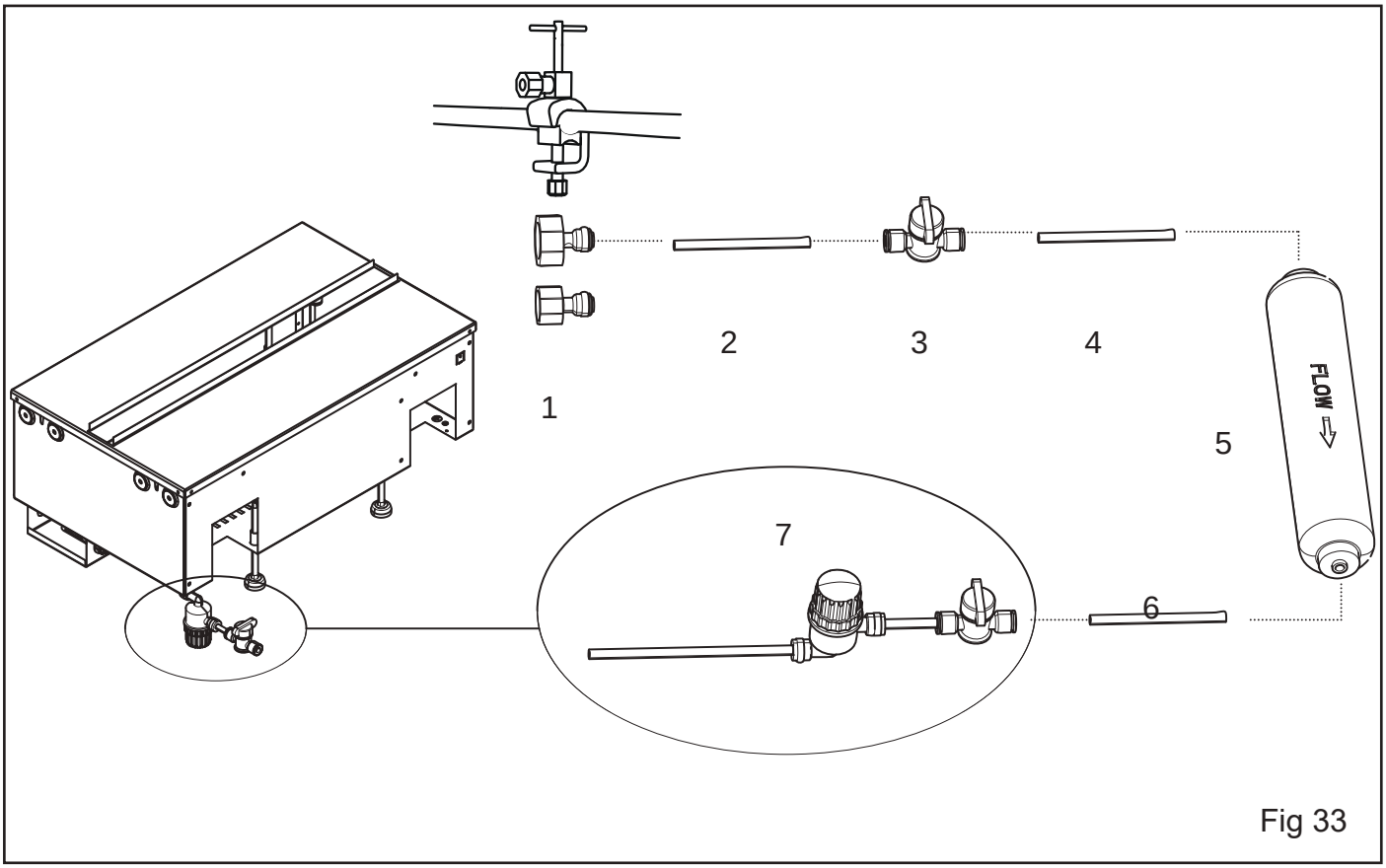
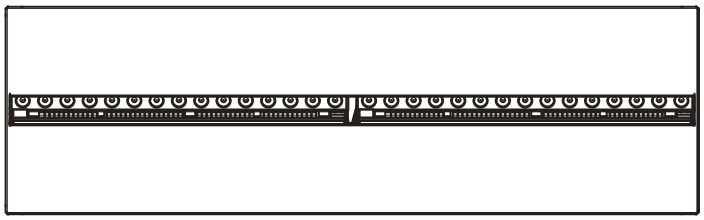


Fig 33

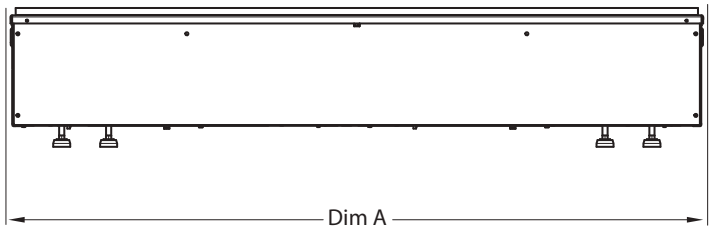
BUILDING THE PRODUCT SURROUND/ENCLOSURE

This product can be built into a wall, surround or structure. Please take note of the product dimensions (Fig.1) and build your wall, surround or structure accordingly. Suitable clearance should be provided to allow the product to be installed easily.
You are required to leave a minimum of 400mm from the base of the fuel bed to any shelf/enclosure above the product (Fig. 2). This will allow enough space above the product to allow the flame effect to form fully and not to be obstructed.
When determining a location for the product, ensure that the unit will not be susceptible to drafts, vents, ceiling fans and other air currents. Similar to a candle, large movements of air will affect the unit's ability to create and maintain the flame effect. If the desired location is susceptible to significant air movement, i.e. air vents, the different installation options illustrated in Fig 2 can be used.



MODEL	DIM 'A'
CAS500P-RGB-AU	508mm
CAS1000P-RGB-AU	1017mm

FUEL BED	DIM 'B'
METAL	304mm
LOG	354mm



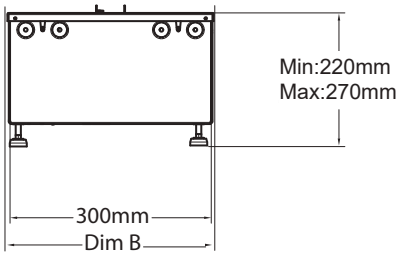


Fig.1

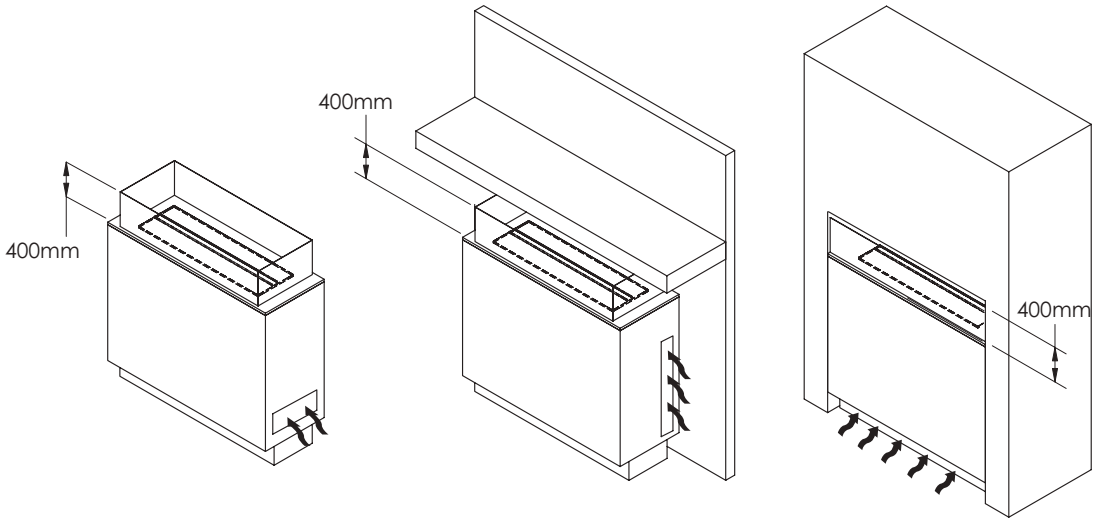


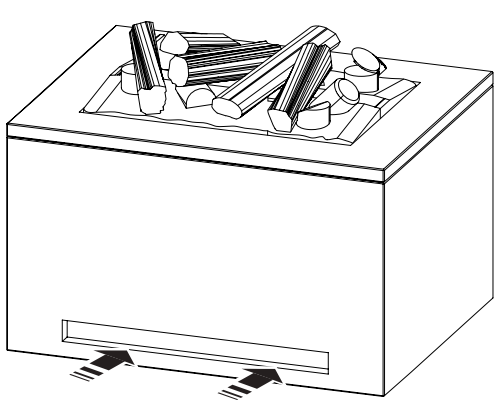
Fig.2

VENTILATION

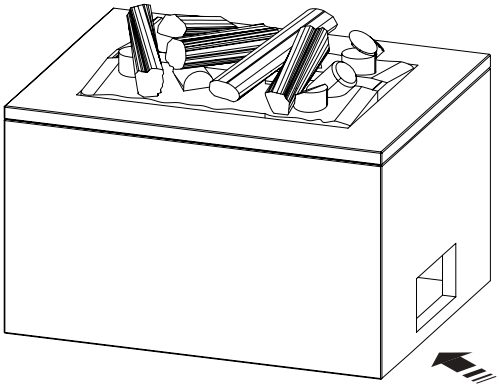
This product needs free ventilation from underneath to operate correctly. There are slots on the underside of the product to allow this free air through the product. The free ventilation helps keep the electronic components cool and allows the mist to rise and leave the product. Please see Fig 3 & 4 for examples of the required ventilation. Please take note of the requirement for a ventilation opening on the shelf where the product sits, to allow a clear path for the air to get to the product.

CAS500P-RGB-AU Free Ventilation Area: Minimum 21000mm²
CAS1000P-RGB-AU Free Ventilation Area: Minimum 42000mm²

Fig.3

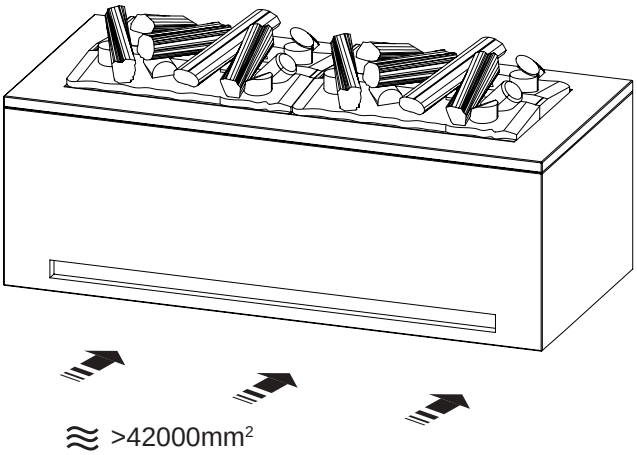


≋ >21000mm²
Eg. 420mm x 50mm

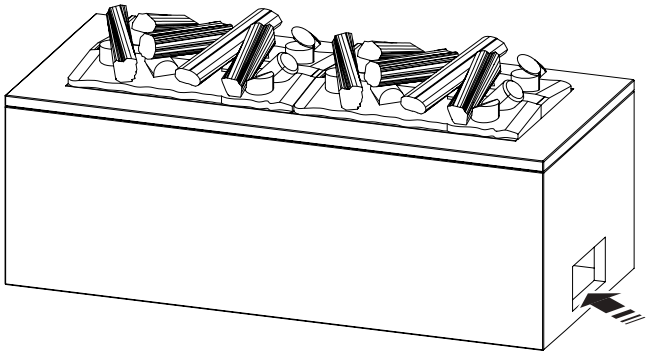


≋ >21000mm²
Eg. 145mm x 145mm

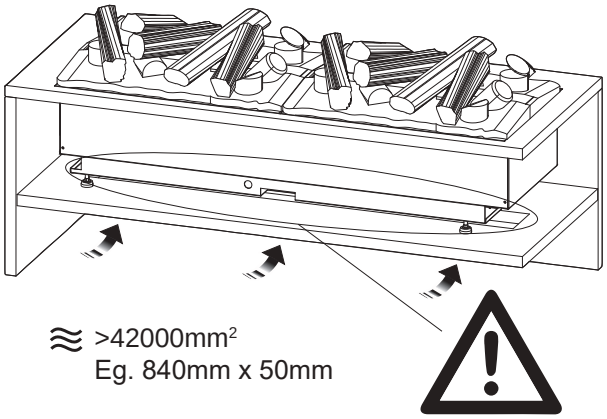
Fig.4



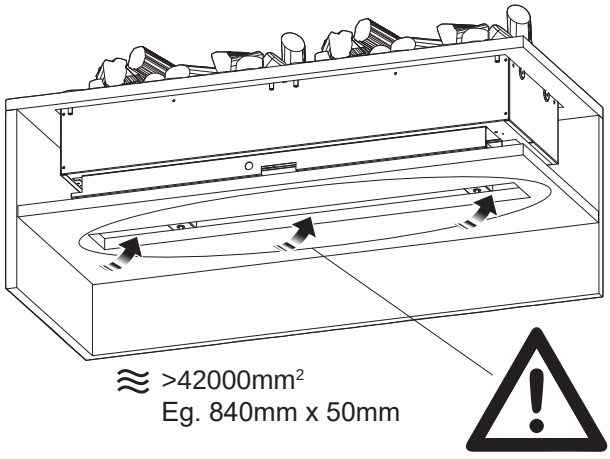
≋ >42000mm²
Eg. 840mm x 50mm



≋ >42000mm²
Eg. 205mm x 205mm



≋ >42000mm²
Eg. 840mm x 50mm



≋ >42000mm²
Eg. 840mm x 50mm

MAKING THE WATER CONNECTION

It is recommended that you consult a qualified plumber to ensure a safe and secure installation.

Two adaptors have been supplied with the product to connect the 6.35mm blue PVC pipe of the product to mains water (Fig 33.1). Either the white 12.7mm or the grey 19.05mm adaptor can be used to connect the product to the mains. For reference, the 19.05mm adaptor is the same connection used on most washing machine supplies. Once the correct mains water connection has been installed, follow the steps below to connect your product to the water supply.

1. With the water supply turned off, connect the correct adaptor to the main water supply. (Fig 33.1)
2. Position the water filter (Fig 33.5) in a suitable location. This will need to be accessed for future replacement. The two fixing clips can be used to fix the filter to a solid surface, if required.
3. Using a sharp knife or blade, cut two lengths of the blue PVC pipe. One length (Fig 33.2) should be long enough to travel from the adaptor at the main supply to the ball valve (Fig 33.3). The second length (Fig 33.4) should be long enough to travel from the ball valve to the inlet of the filter. When cutting the pipe, ensure that the end of the tubing is cut square to prevent leaking.
4. Insert the cut pipe into the fittings, ensuring each one is pushed in fully. About 12mm of the end of the pipe should be inserted into each fitting. When inserting pipe into the filter, take note of the flow direction on the filter and ensure the pipe from the main supply is fitted to the inlet of the filter.
5. Following the same steps above, cut a length of pipe (Fig 33.6) from the outlet of the water filter to the ball valve which has been supplied already connected to the product (Fig 33.7).
6. Before connecting the pipe to the ball valve on the product, flush out the newly plumbed pipe by opening the valve and allowing water to flow. This is to prevent any debris from the installation from entering the product. Once the piping has been flushed out, connect the pipe into the ball valve on the product.
7. Before fully installing the product, inspect all water connections by opening each of the valves in turn and ensuring that no leaks are present.

Water Connection – Additional Information

Water Pressure: the water pressure on the appliance should be between 8Bar (800Kilopascals) and 0.5Bar (50Kilopascals). Where required, use a pressure reducing valve.

If the product is being supplied from a header tank, a head of at least 2 metres must be maintained above the product.

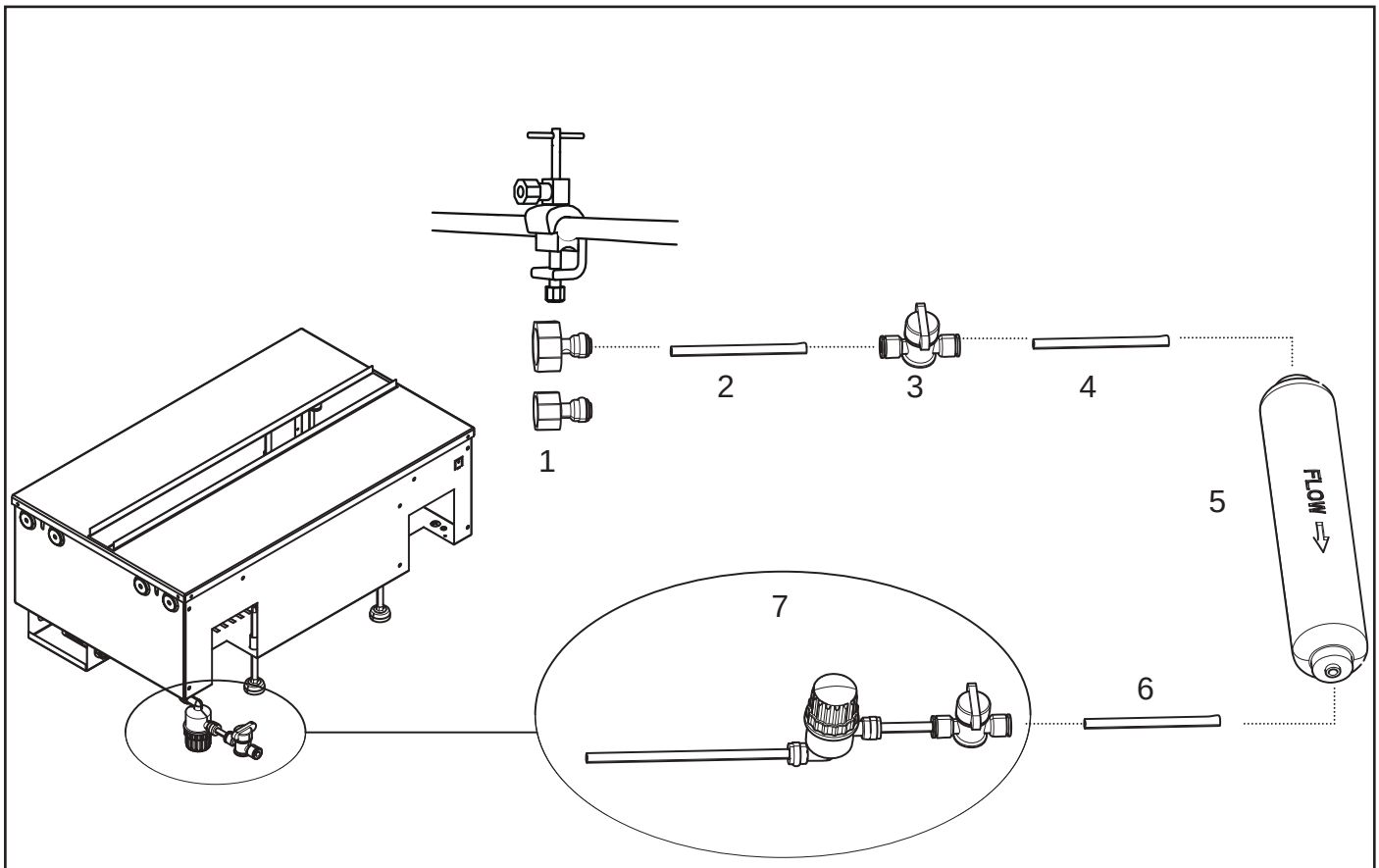


Fig 33

ELECTRICAL CONNECTION

Plug the fire into a 10amp 230/240 Volt outlet. Be sure to have access to the plug after installation to allow for disconnection. Ensure that the supply cable exits at the back of the fire at the right or left hand corner to suit your supply socket location and is not trapped under the fire such that it might cause it to be damaged.

INSTALLING THE PRODUCT INTO SURROUND/ENCLOSURE

Once your enclosure has been built to the required dimensions and the electrical connection has been installed, follow the steps below to install your product.

1. Sit the product on the constructed base, ensuring the cable is accessible and not caught under the product.
2. Ensure the product is at the correct height to suit the installation and ensure it is adequately level. This can be done by adjusting the adjustable feet with a flat head screwdriver. (Fig 5) The levelness of the product can be verified by checking the on-board spirit level which is located on the metal base towards the back of the fire (Fig 6).
3. Once the product is at the correct height and is level, centre the product within the opening. If using the LED fuel bed (which is wider than the product), this can be done by fitting the fuel bed to the product. The fuel bed will centre itself within the opening and its guides will centre the product underneath (Fig 7).
4. With the product in its final position, remove the fuel bed and using suitable screws (not provided) screw the product to the surround using the four fixing holes shown in Fig 8.

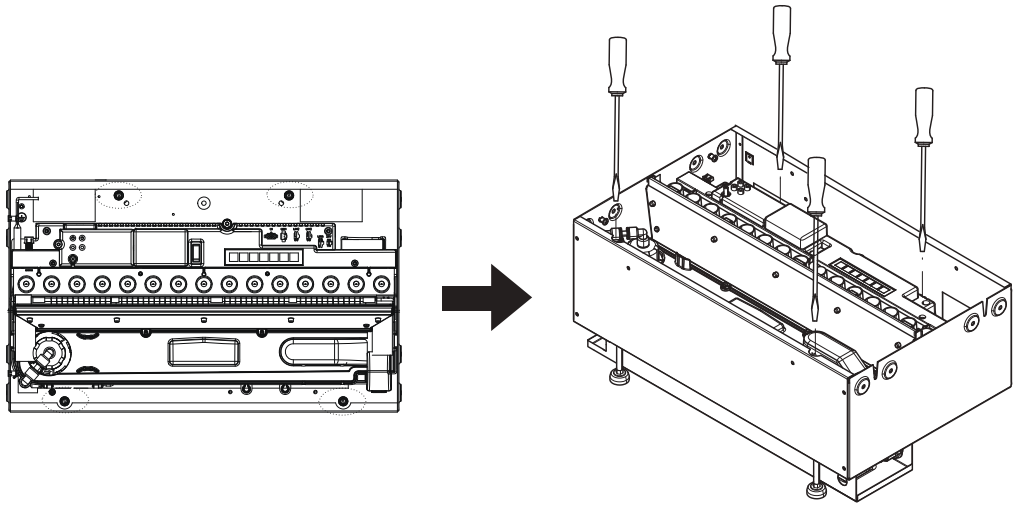


Fig.5

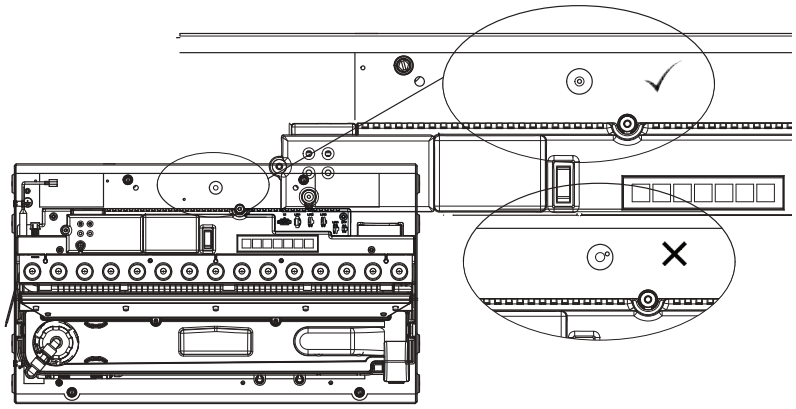


Fig.6

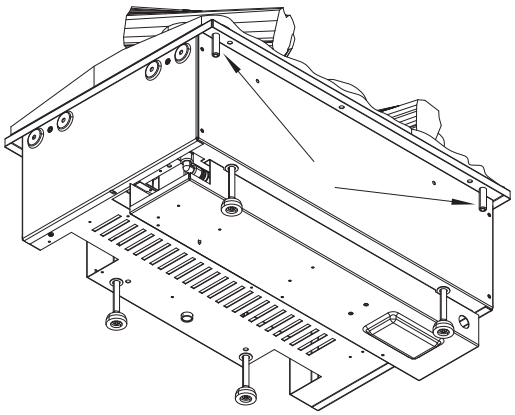


Fig.7

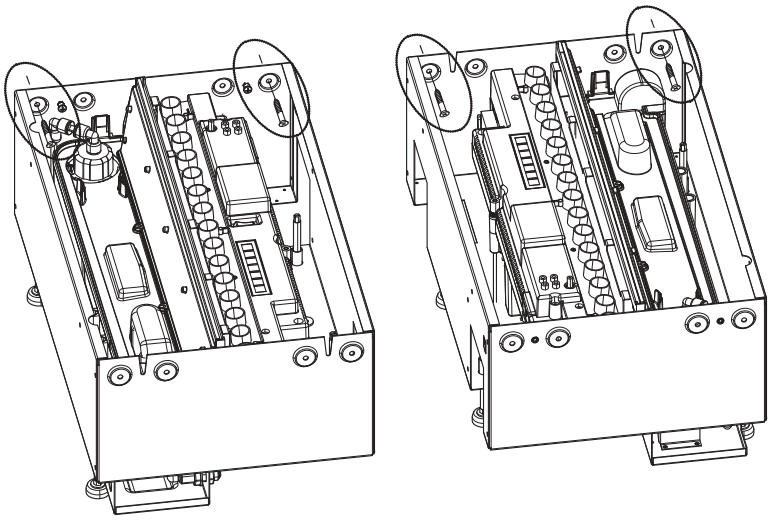


Fig.8

COMMISSIONING/INITIAL PRODUCT START-UP

CONNECTING THE RECEIVER/TETHERED REMOTE

With the fuel bed removed, Connect the Bluetooth receiver connector into the receiver cable socket at the back of the appliance (Fig 9). It is important to ensure that the jack is pushed fully into the socket. Failure to fully insert the connector will prevent the product from functioning correctly. The receiver has a cable length of 1.4m which will allow you position it anywhere around the product. If you prefer to hide it, the receiver can be placed inside the surround/wall. Please ensure that the receiver is not enclosed in metal, concrete or any other dense material, this will affect the signal from the remote control.

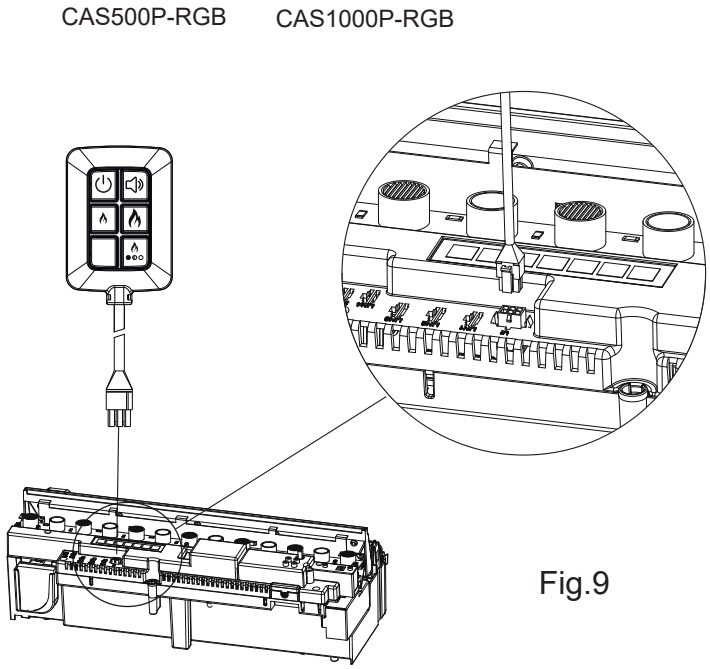


Fig.9

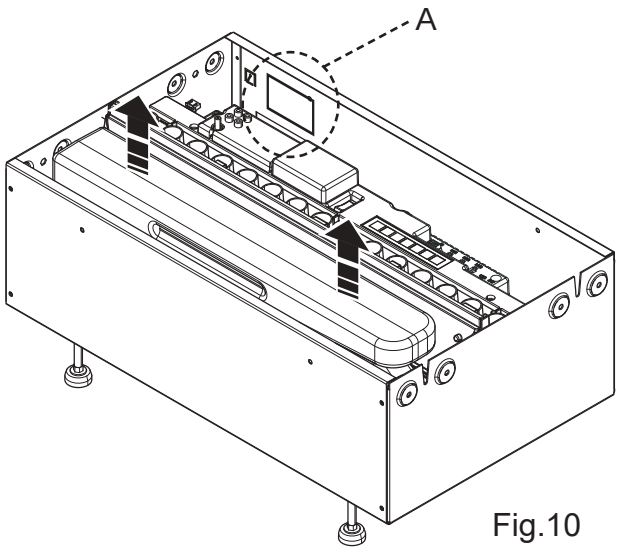


Fig.10

INITIAL PRODUCT START-UP

In some cases, where low water pressure exists or where the product is being fed by the pump accessory, the product may start to fill with water but not complete its first fill within the allowed filling time period. It is recommended that each sump is primed with 600-700ml of water before switching on the product for the first time. If measuring this amount of water is not possible, the water guide in the sump moulding can be used for reference. Fill the sump with water until the top surface of the water is level with the top of the water guide. See Fig. 12B for details on the location of the water guide.

After priming the sump(s) the product can be switched on and it should begin to top off the sump(s) with water. Please note, if no water is entering the sump, there may be an issue with the water supply to the product. This error will be represented by the product flashing two times 30 seconds after first turning on the product. Check all water connections and ensure that there are no leaks present. Also check that the Sponge Absorption Valve has not been activated; see 'Changing the Sponge Absorption Valve Pad' paragraph below under 'Maintenance'. Reset the product by switching off the main switch and leaving it rest for 20 seconds. Switch the main switch back on again and the product should resume operation.

INSTALLING THE LOG FUEL BED (IF SUPPLIED)

The product is supplied with a 'metal fuel bed' fitted. If you have chosen to operate your product with a log fuel bed, remove this metal fuel bed and retain it for future use (Fig. 12). Follow the steps below to install the log fuel bed.

1. Gently lift the LED Log fuel bed out of its packaging. CAUTION: The fuel bed weighs 5kg. Be sure to only lift the fuel bed by the two centre logs (Fig. 13).
2. Place the fuel bed on top of the appliance, there are 4 plastic guides under the fuel bed to help locate it (Fig.7). Please note the fuel bed can be placed front to back or back to front on the product.
3. Once the fuel bed is in place, remove the small loose log (Fig 14). This small log is secured with magnets and should easily lift off the fuel bed.
4. Locate the DC jack under the small log and connect it to the corresponding DC jack located on the product through the hole in the fuel bed (Fig.15).
5. Each log fuel bed is supplied with a loose non LED log. For single CAS500P installations, this can be placed on top of the fuel bed or stored away with the packaging. For CAS1000P or multiple product installations, the loose log can be placed on the join in the centre between two fuel beds (Fig 16).

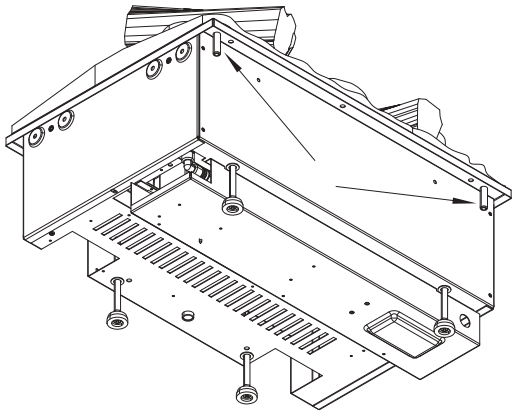


Fig.7

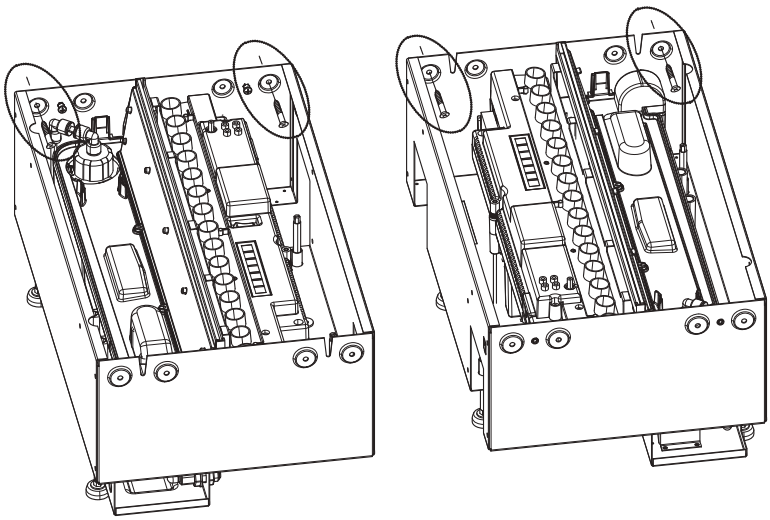


Fig.8

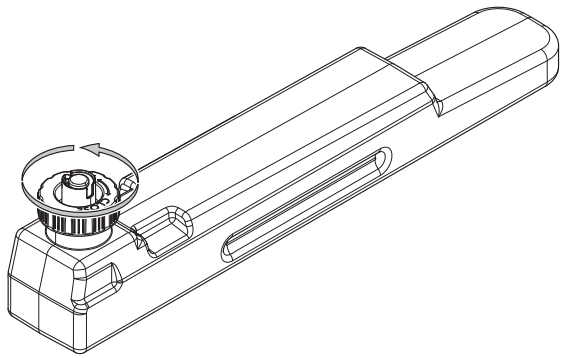


Fig.11

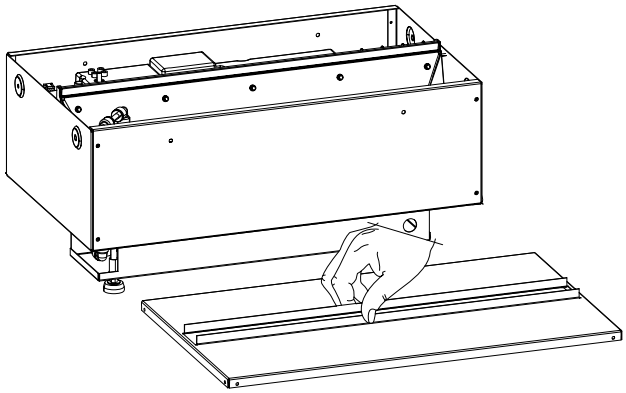


Fig.12

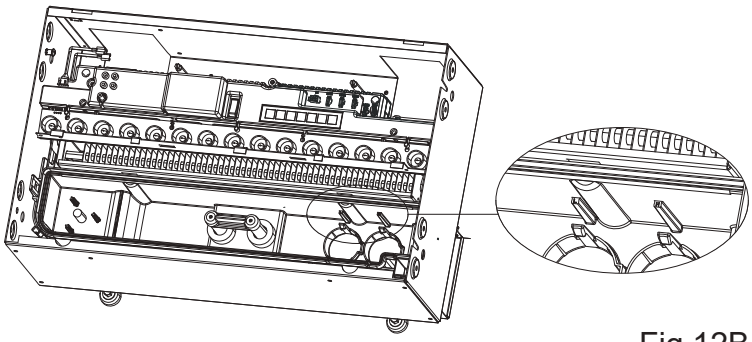


Fig 12B

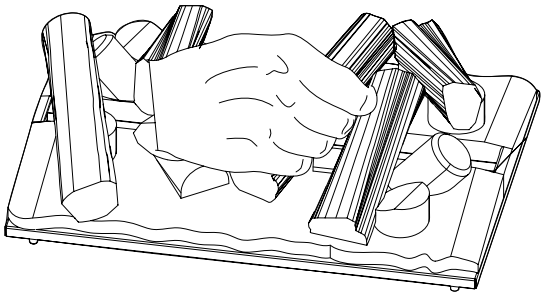


Fig.13

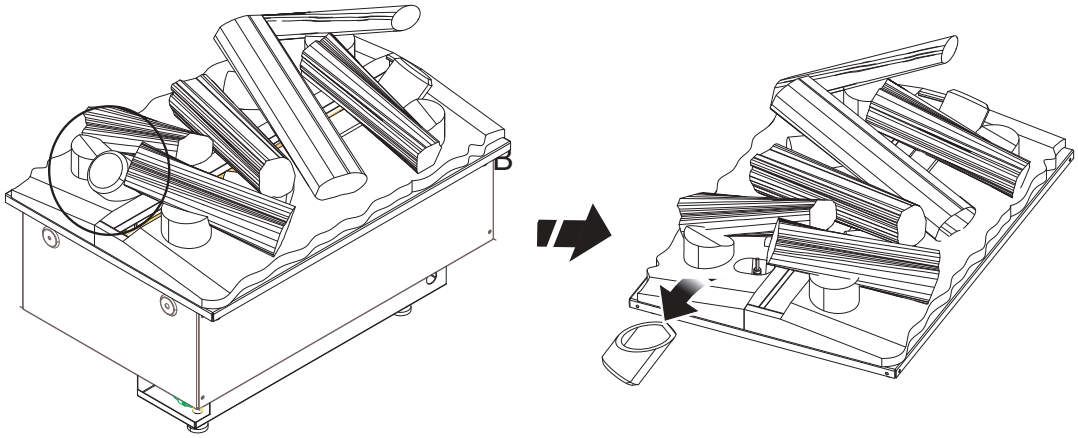


Fig.14

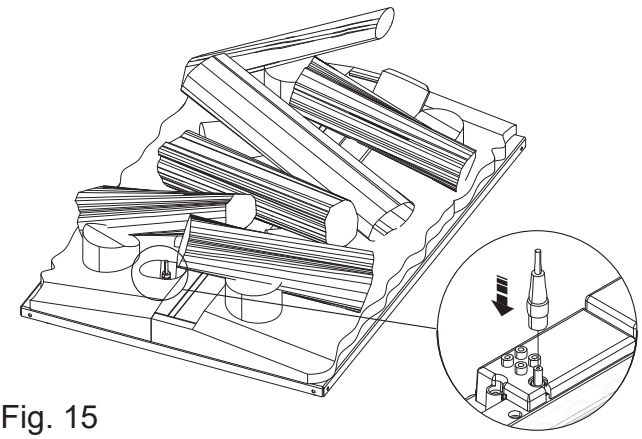


Fig. 15

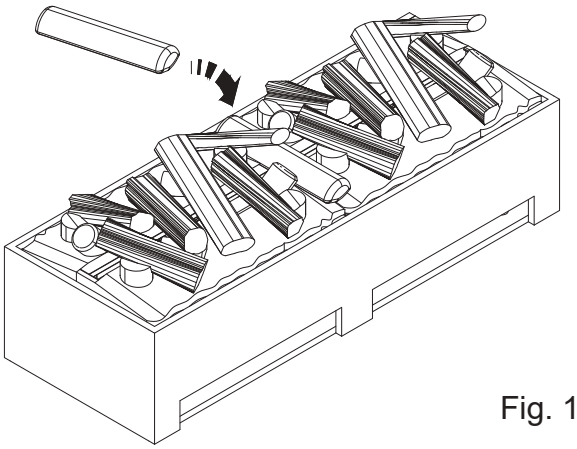


Fig. 16

MULTIPLE PRODUCT INSTALLATION (DAISY CHAINING)

POWER CONNECTIONS

Both the CAS500P and CAS1000P products can be installed side by side to elongate the flame effect. When supplying power to multiple products, ensure the maximum wattage of the combined products does not exceed the rated capacity of the MCB (Minature Circuit Breaker) in the circuit.

The water supply to multiple products should be constructed in a manifold style configuration and sized appropriately for the number of units that are being installed so a consistent water volume and pressure is being supplied to each unit.

MULTIPLE PRODUCT INSTALLATION

Follow steps 1-4 in “Installing the Product into Surround/Enclosure” to fit the first product. It is important that the first product is orientated so that the side of the product with the slots is left free and not connected to first end of the installation (Fig 17).

1. When the first product is installed and securely fixed, prepare the second product by unscrewing the joining screws and screwing them into the opposite side of the metalwork (Fig 18). Please note, these screws should not be fully tightened and 5-10mm of thread should be left protruding from the edge of the product.
2. Fit the second product beside the first product, ensuring the protruding screws of the second product engage with slots of the first product. (Fig 19)
3. Ensure the second product is at the correct height to match the first product and ensure it is adequately level. This can be done by adjusting the adjustable feet with a flat head screwdriver. (Fig 5) The levelness of the product can be verified by checking the on-board level (Fig 6)
4. Tighten the screws of the second product so that it joins tightly with the first product.

Additional products can be fitted to the second product by following steps 1-4 above.

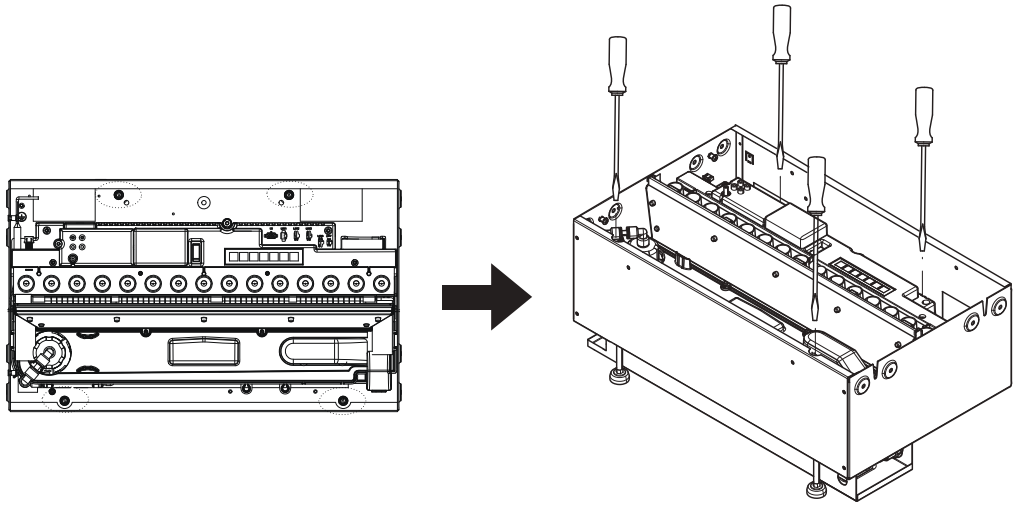


Fig.5

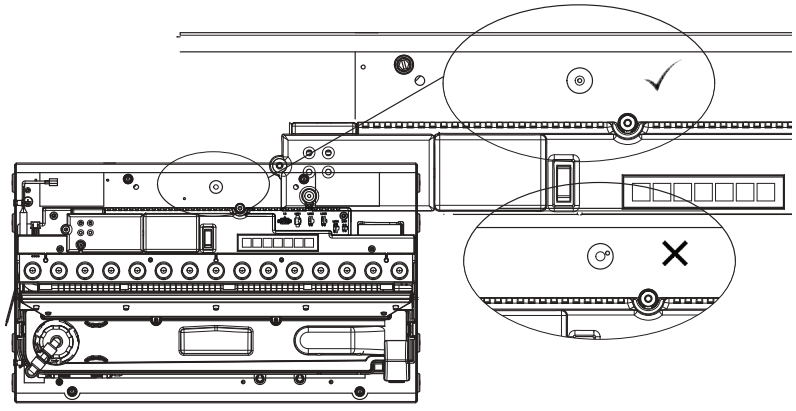


Fig.6

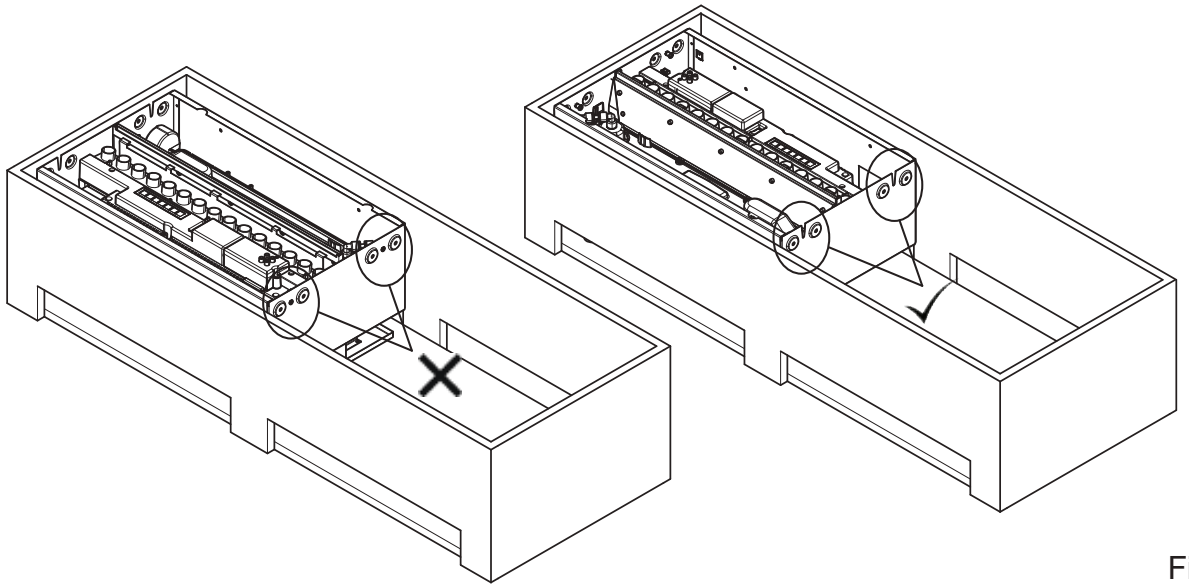


Fig. 17

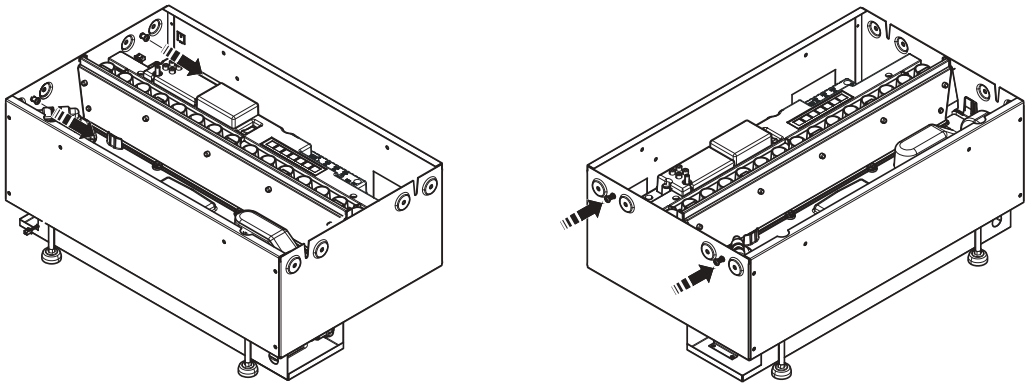


Fig. 18

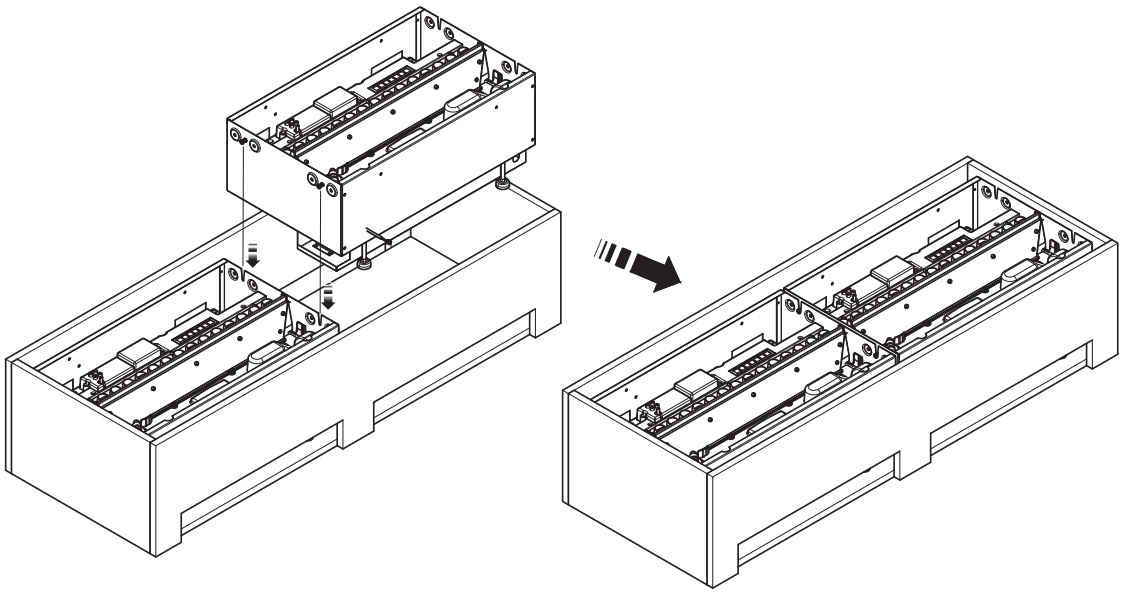


Fig. 19

MULTIPLE PRODUCT CONTROL

Each product has been supplied with its own link wire in order to form a hardwire link between multiple products. Up to 10 product modules may be connected using the link wire for control through a single Bluetooth receiver (e.g. 10 x CAS500 or 5 x CAS1000 or any combination up to 10 modules). Please follow the instructions below to link multiple products together.

1. Identify the 'master' product in the installation. It should the product on the left hand side of the installation.
2. Connect the Bluetooth receiver to this product (Fig 20A, 21A). This will be the only Bluetooth receiver in the installation and will control the rest of the products in the installation. In an installation of both CAS500P & CAS1000P products, the Bluetooth receiver (Fig 9) should be connected to the 'master' product.
3. Plug the daisy chain link wire into the connector on the right hand side of the first/'master' module (Fig 20B, 21B).
4. Feed the wire through the hole in the metalwork and into the housing of the next product in the installation.
5. Plug the daisy chain link wire into the left hand connector on the RGB strip on the following product (Fig 20C, 21C).
6. Each product is fitted with a rotary identifier switch which must be adjuted for daisy chaining (Fig 22). The master unit should be set at 0 (default). Subsequent units should be given a unique identifier number on each binary switch.
7. Repeat steps 3-6 above in order to connect subsequent products in the installation.

Once set up, any command sent to the first product will be sent to all subsequent products. Flame height control and sound level control of the master product is matched for all subsequent products. If individual flame height control is required, this can be done by using the on board flame height controls on the product (Fig 23).
Additionally, the software of the product has been designed in such a way that when multiple products are connected to a main switch, products can be manually switched off and when switched back on they will operate in the same state as before they were switched off.

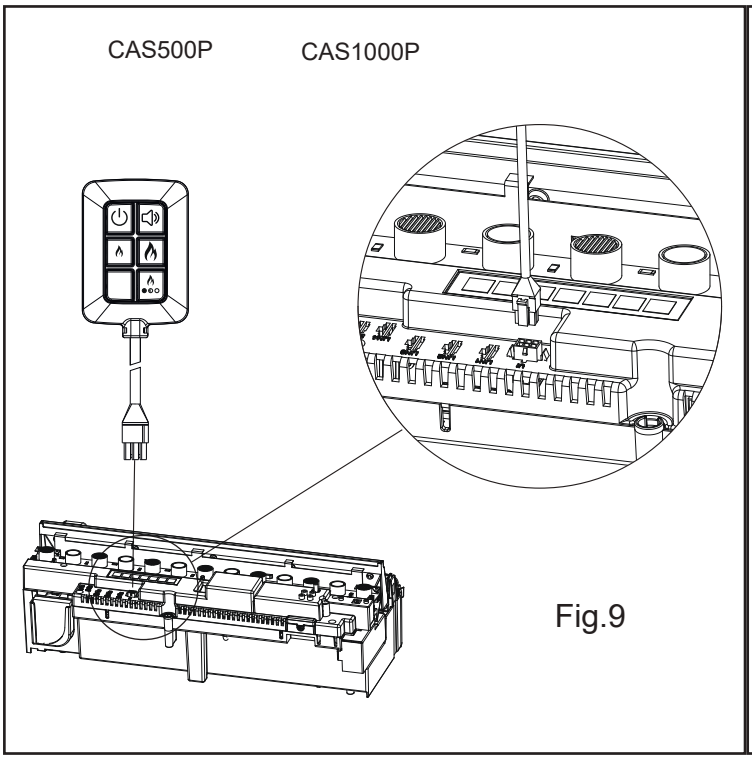


Fig.9

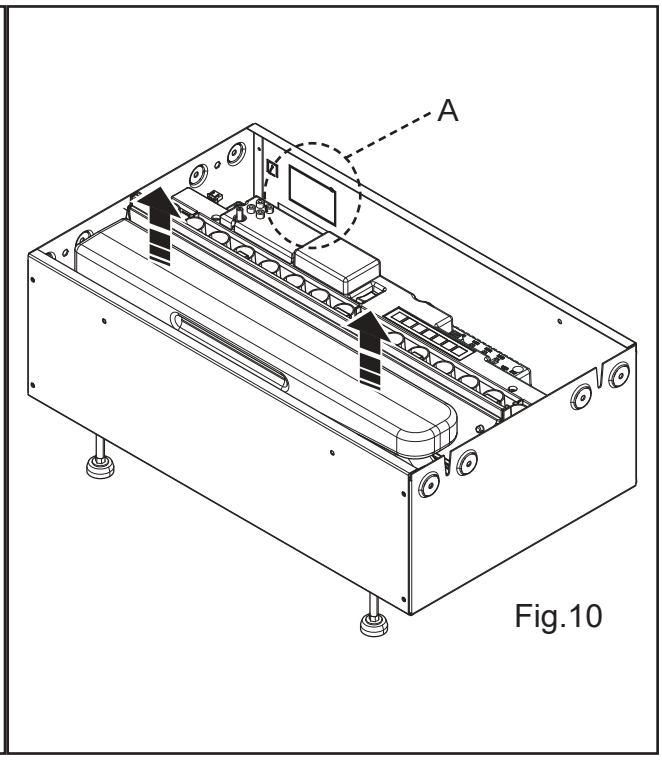
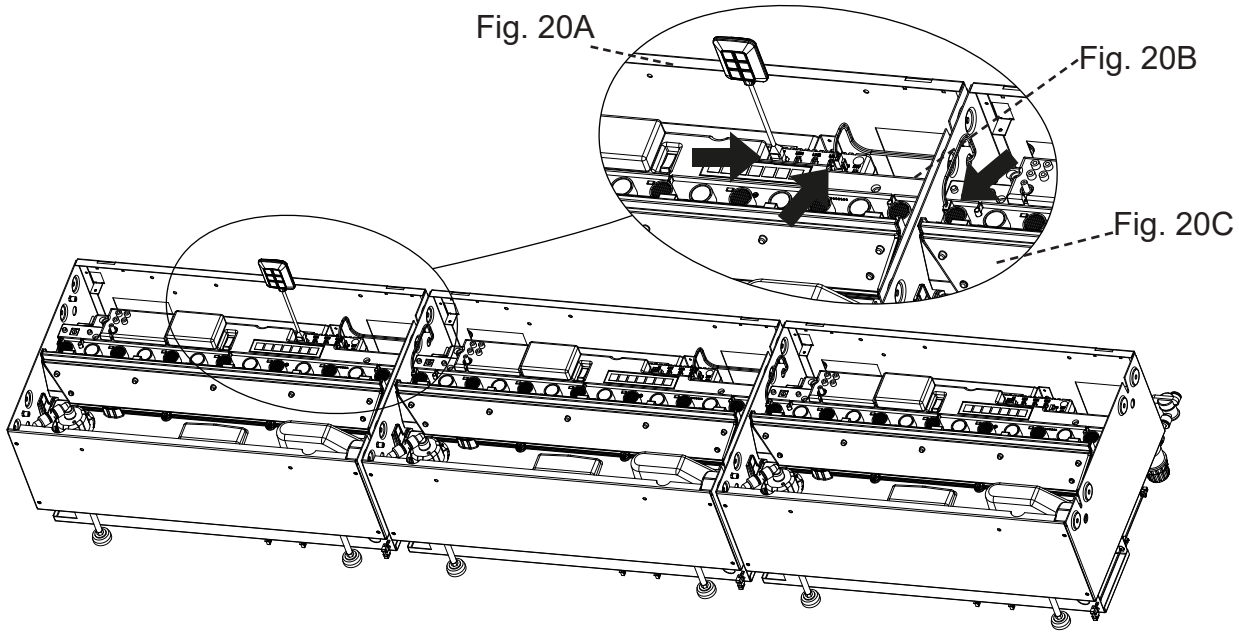
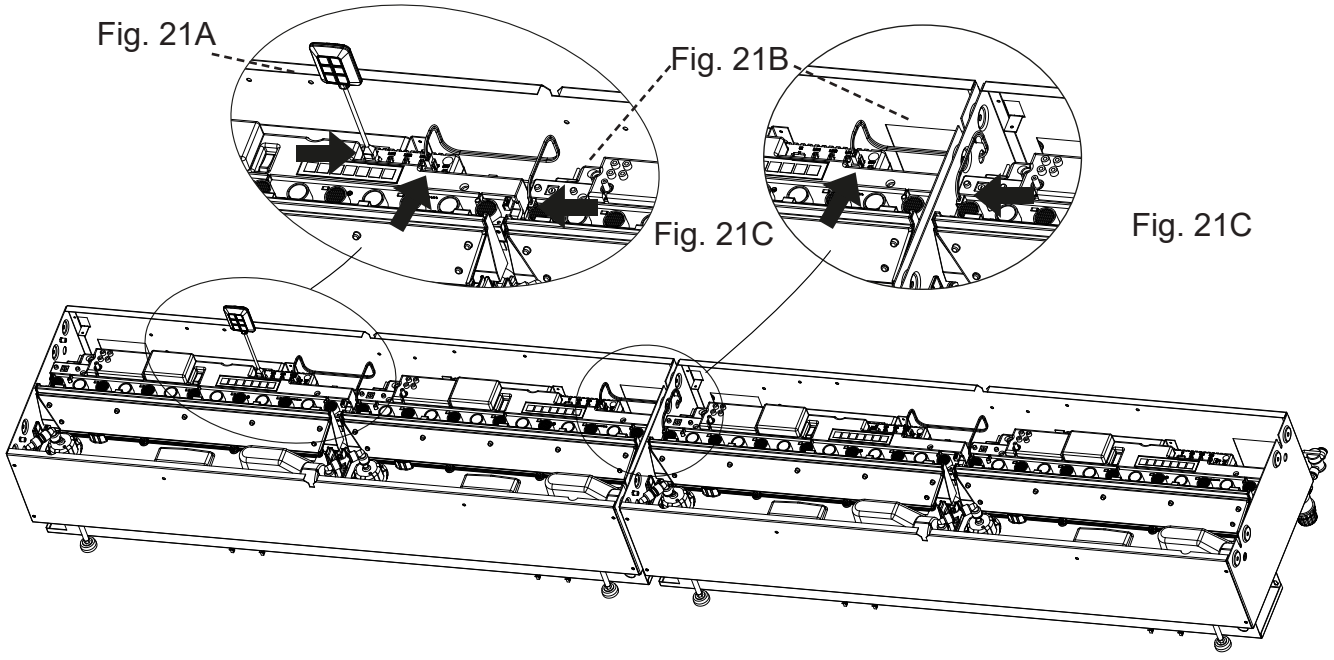


Fig.10



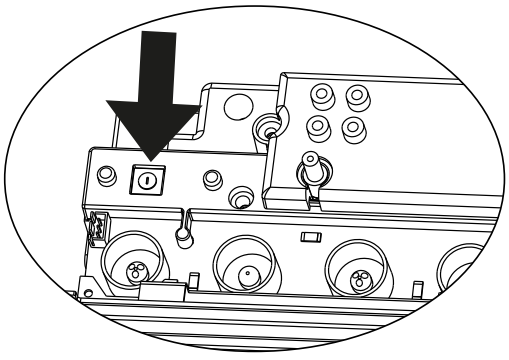
CAS500P

Fig. 20



CAS1000P

Fig. 21



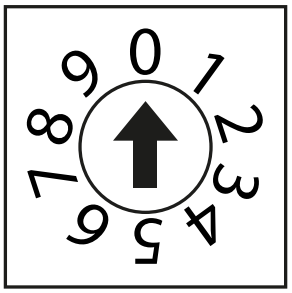
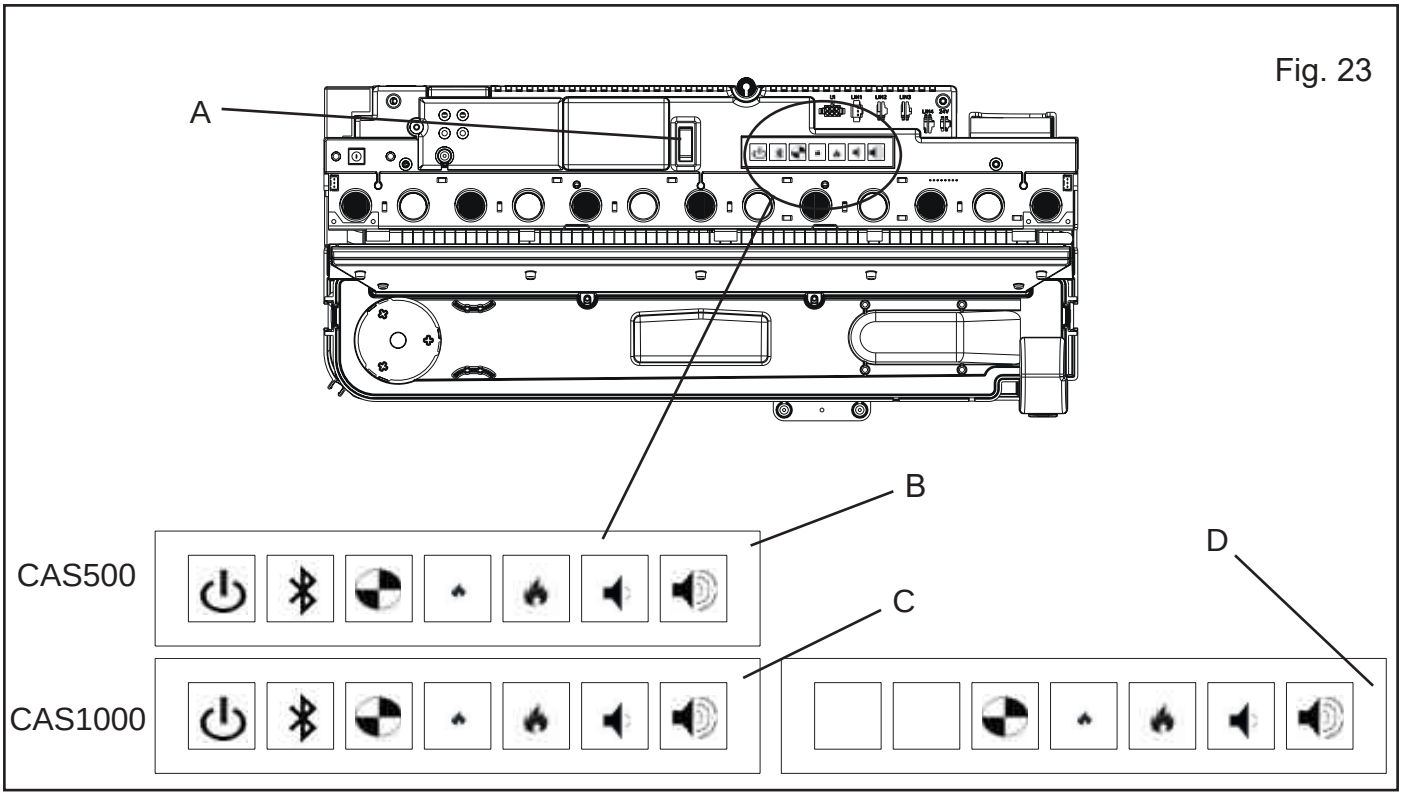


Fig. 22

Fig. 23



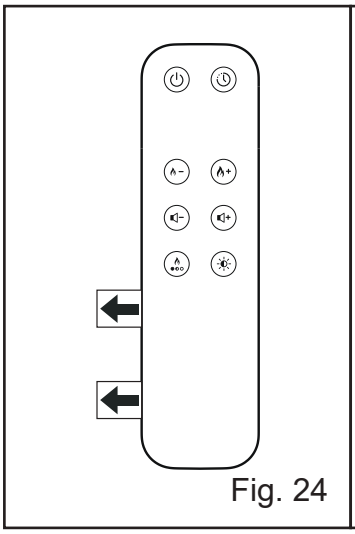


Fig. 24

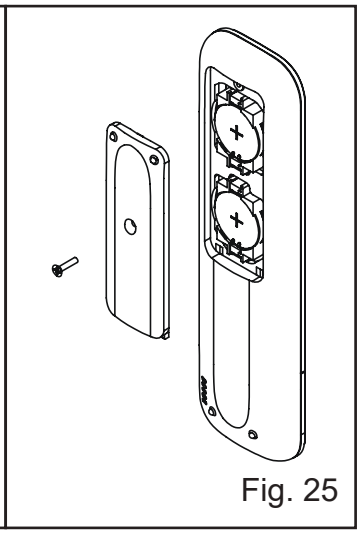


Fig. 25

OPERATING THE PRODUCT

This section describes how to activate your fire using either the manual controls or remote control.

MAINS SWITCH

The mains switch is located under the fuel bed on the module and controls the electricity to the appliance (Fig 23A).
Note: This switch must be in the 'ON' (I) position for each appliance to operate.

MANUAL CONTROLS

Manual controls are located on the cassette module under the fuel bed. There are also manual controls on the tethered receiver unit which is fitted loose.

REMOTE CONTROL

The remote control is supplied with 2x CR2032 batteries already fitted. Pull both tabs from the rear cover to engage the batteries (Fig 24) and allow remote operation.
Note: The tethered receiver must be fitted to the product for remote control operation.

PAIRING THE REMOTE CONTROL

The remote control has wireless Bluetooth technology that pairs automatically to the product. To use the remote:

1. Press the rocker switch to the on (I) position.
2. Press the ⏻ button on the remote control; the product will turn on.

TO REPLACE THE BATTERIES

1. Remove battery cover of the remote control using a Philips screwdriver (Fig 25).
2. Correctly install two 3 Volt (CR2032 or similar) battery in the battery holder with the + side facing up .
3. Secure the battery cover using the previously removed screw.

Batteries must be recycled or disposed of properly.
Check with your Local Authority or Retailer for recycling advice in your area.

Frequency band(s) this product operates in: 2.4GHz
Maximum radio-frequency power transmitter in the frequency band(s) this product operates in: 8.23dBm

CREATING YOUR PERFECT OPTIMYST EFFECT

With Optimyst technology you can create a flame effect that is unique to you. First ensure the appliance is on by pressing the main switch to I (Fig 10). To turn on the flames press the ⏻ button on the manual controls. If using the remote, press the ENTER button to activate and use the ▽ or △ buttons to navigate to the ⏻ icon and press ENTER to select.

FLAME COLOUR: There are 6 colour themes to chose from. To adjust the flame colour, navigate to colour icon on the remote and press enter. Use ▽ or △ to toggle between options 1 to 6 flame themes and ENTER to select. On the manual controls press the repeatedly to cycle through the colours.

FLAME INTENSITY: You can adjust the flame intensity by selecting and press ENTER to adjust. There are 6 levels to choose from, press ▽ or △ to adjust intensity, F1 being the lowest setting and F6 being the highest setting. On the manual controls press the and buttons to adjust the flame to your desired level. Please give the flame generator time to react to the changes you make.
TIP: Lower levels give a gentle slow flame, higher levels a faster fuller flame.

FLAME BRIGHTNESS: During spring and summer when the days or longer you may need to increase the brightness of the flame to make it more vivid. Select the brightness icon on the romote and press enter. Use ▽ or △ to adjust brightness options 1 to 6 and ENTER to select.
TIP: depending on the lighting, surrounding décor colours and airflow in the room, making adjustments the flame intensity, colour and brightness can make a real difference to you look and feel of this fireplace.

SOUND: For authenticity you can add the sound of crackling logs to the flame effect. Select the icon on the remote to adjust the sound level by pressing ▽ or △ followed by ENTER to select. On the manual controls the button turns the sound on/off.
Once you have made your adjustments to both the flame height and crackling sound, the appliance will keep these settings even if you power off the appliance by either the on/standby button or by the main switch. The next time you switch on the appliance, it will start up as normal, wait 45 seconds for the flames to start and then revert to the adjusted settings.

MANUAL & REMOTE CONTROL OPTIONS		
	Standby	Press to turn on the unit or to put it into standby mode. There is a brief delay after pressing this button before the unit turns on. Note: When the unit is turned on there is a 45 second warm up sequence before the flame effect starts.
	Increase Flame	Press repeatedly to increase flame intensity. The unit will emit an audible beep when max level reached.
	Decrease Flame	Press repeatedly to decrease flame intensity. The unit will emit an audible beep when min level reached.
	Flame Theme	Press repeatedly to cycle through the different Flame themes below: 1 - Natural Flame 2 - Blue 3 - Violet 4 - Red 5 - Aquamarine 6 - Prism Mode - the flames will cycle through the different colours.
	Volume and crackle sound (Manual controls)	Press on manual controls to turn the sound on/off.
	Increase Volume (Remote)	Press repeatedly to increase the volume level of the crackling sound effect.
	Decrease Volume (Remote)	Press repeatedly to decrease the volume level of the crackling sound effect.
	Brightness	Press repeatedly to cycle the Flame brightness settings: B1 - Brightness level 1 B2 - Brightness level 2 B3 - Brightness level 3 B4 - Brightness level 4 B5 - Brightness level 5 B6 - Pulsating effect
	Timer	Press once to set the timer for 1 hour (1 beep), second press for 2 hours (2 beeps), third press for 4 hours (3 beeps), fourth press to turn timer off (4 beeps). The Timer is set 5 seconds after last button press. To clear the timer when set, the product must first go to standby. The fireplace goes into standby after the time period has elapsed.
	Bluetooth	Press this button for pairing remote handset - refer to 'PAIRING THE REMOTE CONTROL'.

FLAME CONNECT APP

The fireplace is capable of being controlled using the Flame Connect App for mobile devices. This is available to download to your device from Google Play or Apple App stores. Follow the on screen instructions for set-up.
NOTE: The fireplace will not operate using the provided remote control when the app is open on a mobile device.

GET IT ON Google Play

Download on the App Store

NOZZLE INSERTS

Nozzle inserts have been supplied and fitted into the nozzle opening. These are used to shape the profile of the flame effect but can be removed if a different flame profile is preferred. To remove, lift up the 2 small D shaped taps to loosen the insert, then it can be pulled out.
Alternative blocking inserts have also been supplied to block off sections of the flame. To fit them, first remove the existing inserts. Break the blocking inserts to the required length and place in the nozzle opening in the desired location. Ensure they are orientated correctly before pushing down to snap into position. See Fig 26 for further details.

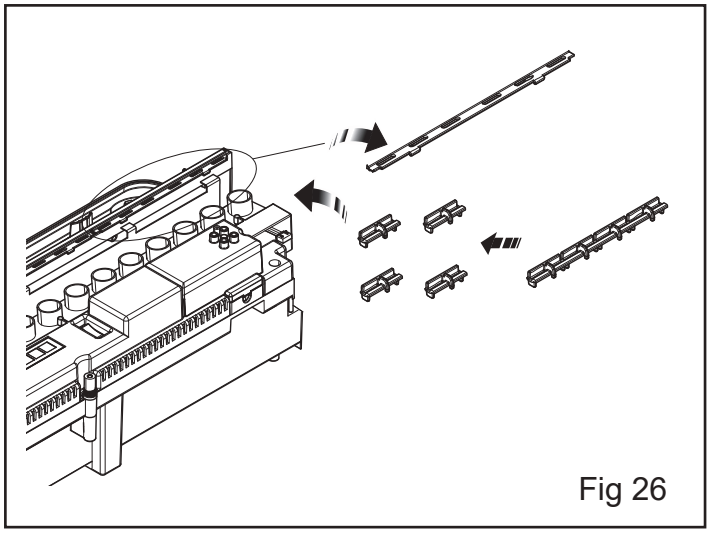


Fig 26

MAINTENANCE

GENERAL TIPS

Only use clean tap water in this appliance. Refer to Water Quality & Cleaning section for details.
Always ensure that the appliance is sitting on a level surface.
If you intend not using the appliance for longer than a week, remove and empty the sump and water tank.
Once installed, never move this appliance or lay on its back, without draining the water from sump.

CLEANING

WARNING: Always press Switch 'A' to the 'OFF' (0) position (Fig 23A) and disconnect from the power supply before cleaning the fire.
We recommend cleaning the following components once every week, particularly in hard water areas:
Tank cap and seal (Fig 11/37), Nozzle (Fig 29), Transducer (Fig 30), Sump (Fig 31) & Air filter (Fig 32).

For general cleaning use a soft clean duster – never use abrasive cleaners.
To remove any accumulation of dust or fluff, the soft brush attachment of a vacuum cleaner should occasionally be used.

SUMP

1. Press Switch 'A' to the 'OFF' (0) position (Fig 23A)
2. Gently lift off the fuel bed and place it aside.
3. Disconnect the fill cap from its position on top of the sump (Fig 36) or remove water bottle if used (Fig 10 & 11).
4. Disconnect the electrical connector to the transducers, located on the right side of the sump. (Fig 27).
5. There are two orange clips holding down the nozzle on the sump; one on the left and one on the right hand side of the nozzle. On the left side, press in the clip with one hand and with the other lift the nozzle out of the clip. Repeat this for the right side (Fig 28). The nozzle can now be lifted up and placed aside (Fig 29).
6. Gently lift up the sump (Fig 31), taking care to keep it level so as not to spill any water. Sit the sump in the sink.
7. Carefully empty the sump into the sink taking note that the transducer (Fig 30) is held in place by a retaining clip.
8. Put a small amount of washing up liquid into the sump, and using a soft brush, gently clean all surfaces in the sump and gently clean the transducer including the cone and metal discs located in the top grooved surface.
9. When cleaned, thoroughly rinse the sump with clean water to remove all traces of washing up liquid.
10. Clean the nozzle with a soft brush and flush out thoroughly with water.
11. Reverse the above steps 1 – 6 to reassemble.

TRANSDUCER

The transducer is a consumable item and may need to be replaced through time, depending on its usage. Replacement transducers can be purchased from our your dealer. The transducer is fixed in the sump with a plastic clip. (Fig 30).
If you need to replace your transducer:

1. Follow the steps 1-5 in the CLEANING - Sump section under 'Maintenance' to gain access to the transducer.
2. Press the clip back and lift the transducer upwards out of its holder.
3. Place the new transducer into the sump, ensuring the its cable does not sit over the cone.
4. Reverse the above steps to reassemble the nozzle and sump.

AIR FILTER

1. Gently lift out the fuel bed and place it aside.
2. Gently slide the air filter upwards out of its plastic holder. (Fig 32)

3. Gently rinse with water in the sink and dry with fabric towel.
4. Replace the filter making sure that the coarse black filter is facing outwards.
5. Replace the fuel bed.

CHANGING THE SPONGE ABSORPTION VALVE PAD

A sponge absorption valve has been fitted to the appliance as an additional safety measure (Fig 34) to prevent leaks. In the unlikely event that a leak occurs inside the product, the valve will prevent water from flowing to the product. When the valve has been activated, the pad within the valve absorbs water and expands, shutting off the valve. It can be verified that the valve has been activated if the pad has expanded and the arm of the valve is in its upper positon (Fig 35). If the valve has been activated, the pad must be replaced. A spare pad has been supplied with the product, please follow the steps below to change the pad.

1. In order to gain access to the valve, the nozzle and the sump must be removed first. Follow steps 1-6 above under “Sump” to remove the sump and nozzle.
2. Verify that the valve has been activated by checking the orientation of the valve arm. If the pad has expanded and the valve arm is in the upper position (Fig 37), the valve has been activated.
3. Remove the old expanded pad and dry the area around the valve. Replace the pad with a new pad, while ensuring the new pad does not come into contact with water.
4. Close the arm of the valve on top of the newly fitted valve (Fig 36).
5. Replace the sump and nozzle and check that the product is operating by switching it on and ensuring water is flowing into the sump. The product should be carefully inspected for leaks after replacing the valve.

Please note the product is not to be operated without the pad being fitted to the sponge absorption valve.
If leaking persists after replacing the valve, contact your dealer or service agent.

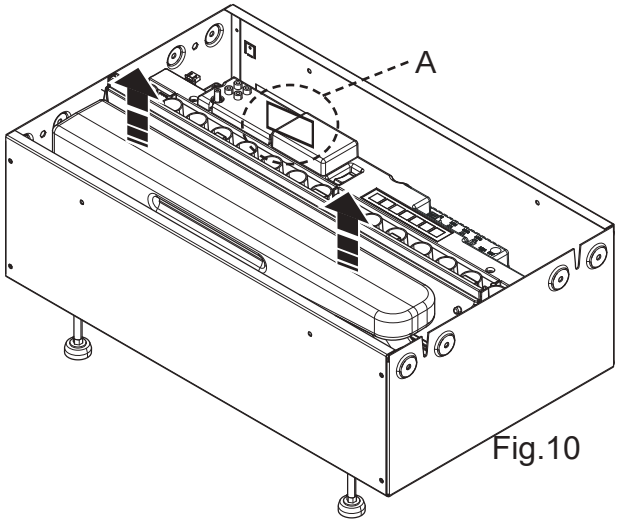
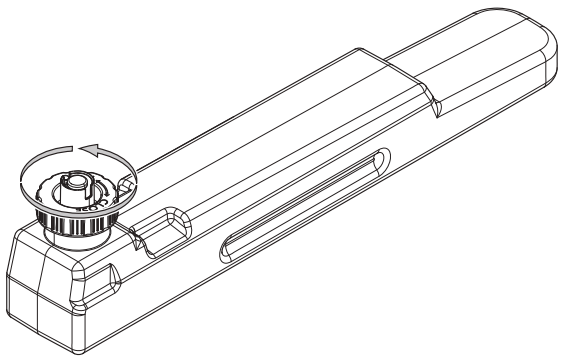
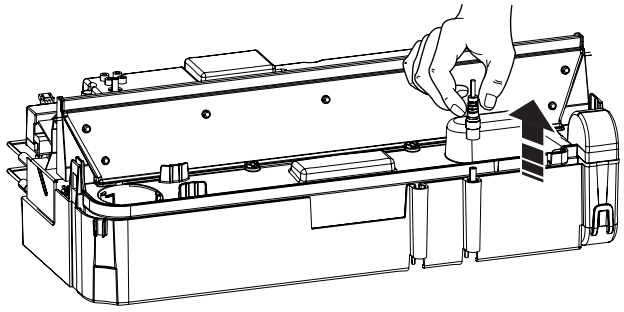
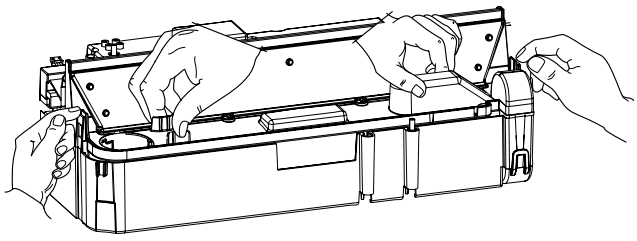


Fig.10


Fig.11


Fig 27


Fig 28

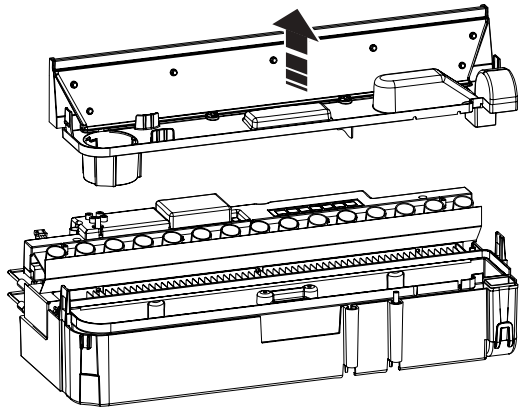


Fig 29

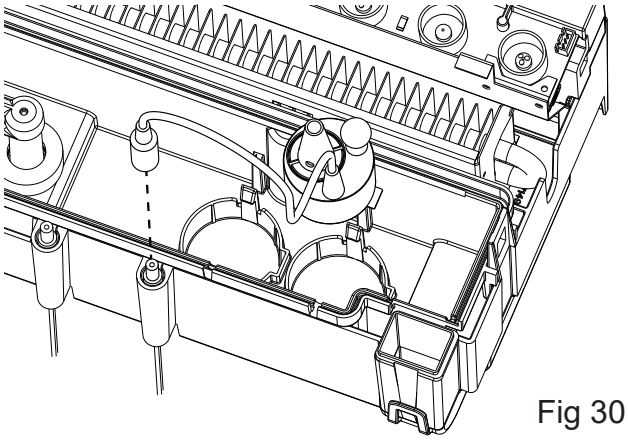
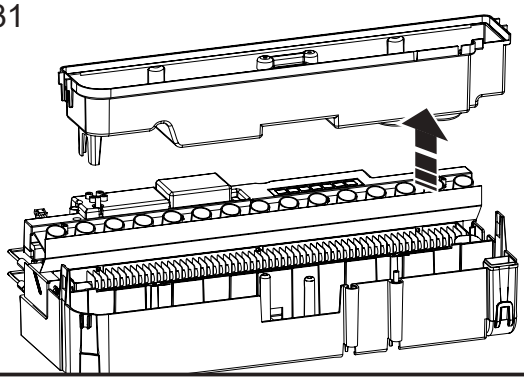


Fig 30

Fig 31



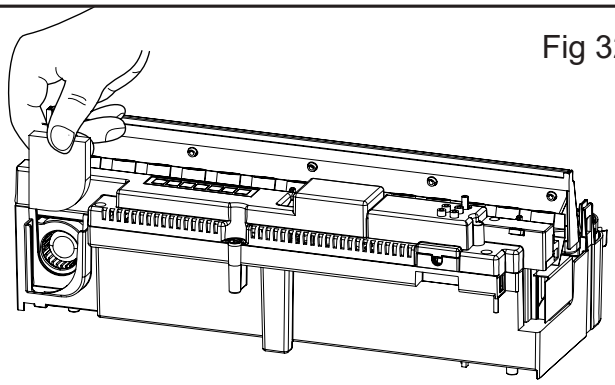


Fig 32

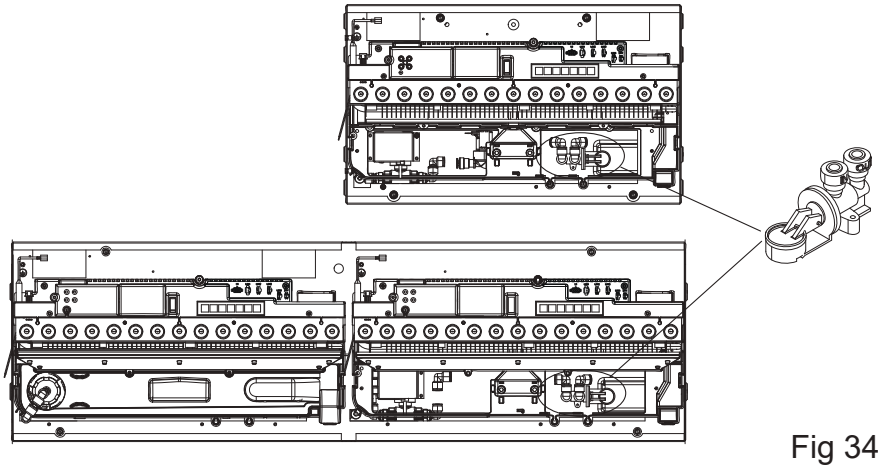


Fig 34

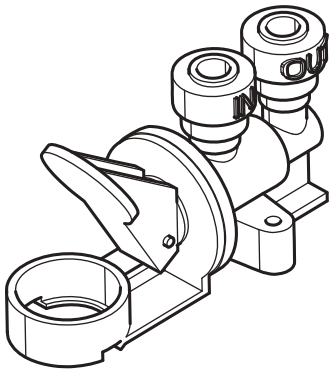
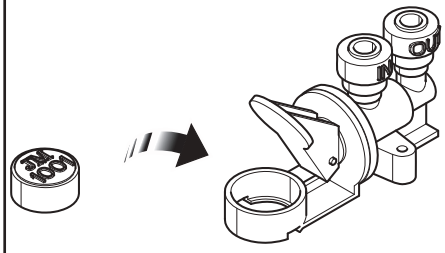


Fig 35



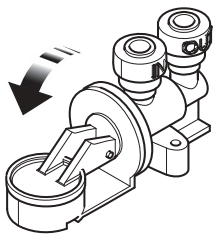


Fig 36

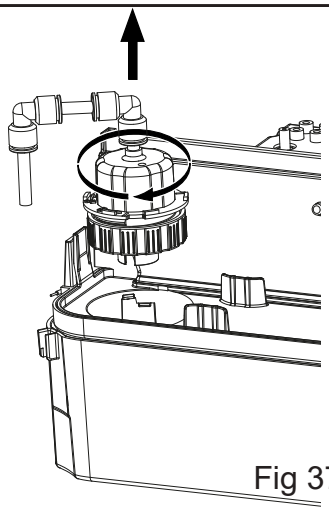


Fig 37

TROUBLESHOOTING

The product has been designed to highlight particular errors by flashing the on board LED lights. The lights will flash a number of times corresponding to the error that is occurring. Please see the table below for the explanation of the errors.

Symptom	Cause	Corrective Action
Product will not operate.	Electrical connection issue Product not switched on	Ensure product has working electrical connection. Ensure mains rocker switch on (Fig 23)
Product will not operate. The LED fuel bed only operates.	Low water reading Product is not level	Ensure water tank is filling correctly. Check water supply is working, that there are no leaks/blockages and absorption valve has not been activated. Ensure fill cap is positioned correctly on the sump and secure and fill cap is secure. Ensure the product is level by checking the on-board level (Fig 6).
LEDs blink twice and product beeps twice	Product is approaching low water	Ensure water tank is filling correctly. Check water supply is working, that there are no leaks/blockages and absorption valve has not been activated. Ensure fill cap is positioned correctly on the sump and secure and fill cap is secure.
Product will not operate. LEDs continuously blink twice on one side every 8 seconds	Low water reading on side that is blinking	Ensure water tank is filling correctly. Check water supply is working, that there are no leaks/blockages and absorption valve has not been activated. Ensure fill cap is positioned correctly on the sump and secure and fill cap is secure.
Product will not operate. LEDs continuously blink three times every 8 seconds	Time from max level to min level is too short. Conflicting water level readings (min and max level being read at the same time.)	Ensure there are no leaks in the sump. Ensure that the floats are moving freely within the sump. Ensure the product is level.
Product will not operate. LEDs continuously blink four times every 8 seconds	Fill time from min to max level has been exceeded	Ensure water tank is filling correctly. Check water supply is working, that there are no leaks/blockages and absorption valve has not been activated. Ensure fill cap is positioned correctly on the sump and secure and fill cap is secure.
Product will not operate. LEDs continuously blink once every 8 seconds on one side	Overflow Detection on side that is blinking	Switch off the product and the water supply. Contact your dealer for assistance.
The flame effect has too much smoke.	Flame effect setting is too high	Turn down the flame effect. Give the product time to adjust to the new setting
Little or No Mist Generation	Transducer not operating correctly Transducer is dirty Transducer is not sitting correctly in sump Fan is obstructed or blocked Nozzle is not on sump correctly Nozzle is blocked	Check operation of transducer Clean sump and transducer thoroughly Switch off product, take nozzle off sump and ensure transducer is fitted in sump correctly Remove air filter and clean. Ensure it is placed back in product correctly. Ensure Nozzle is sitting on sump correctly Clean sump, transducer & nozzle thoroughly

Bluetooth Receiver stops working	Loose connection	Check connection to the receiver (Fig 9)
Remote Control stops working	Bluetooth range issue	Check positioning of Bluetooth Receiver. Ensure it is not encased in metal or concrete.
	Bluetooth Receiver connection is loose	Check connection to the receiver (Fig 9)
	Remote control batteries need replacing	Replace batteries with two new AAA batteries

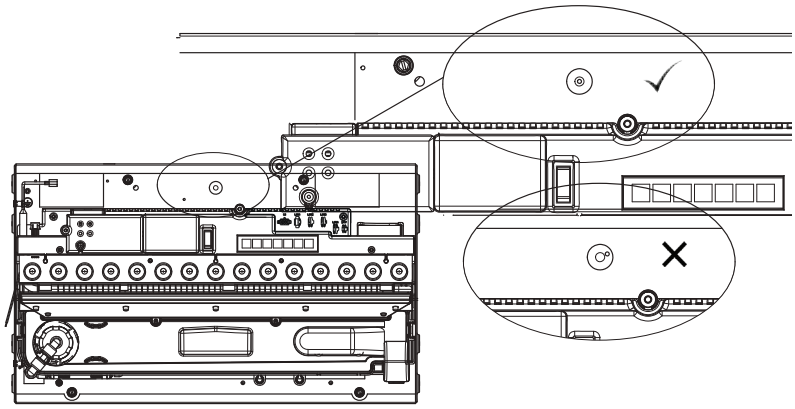


Fig.6

CAS500P-RGB CAS1000P-RGB

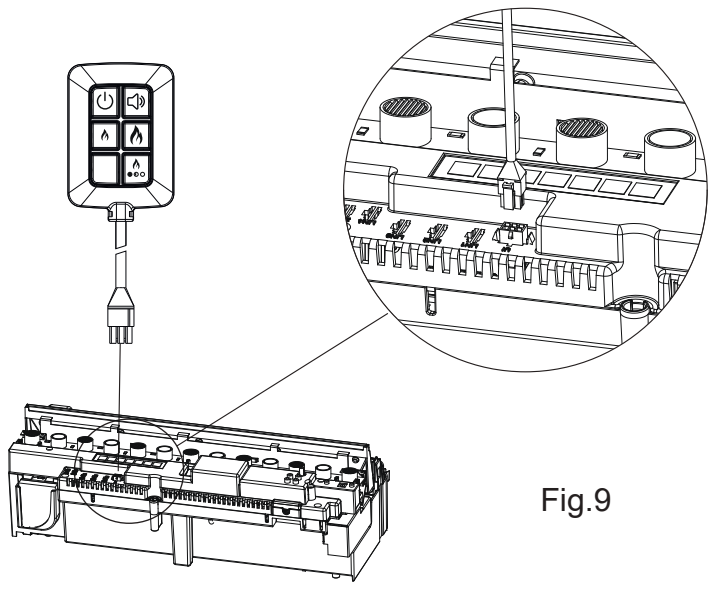


Fig.9

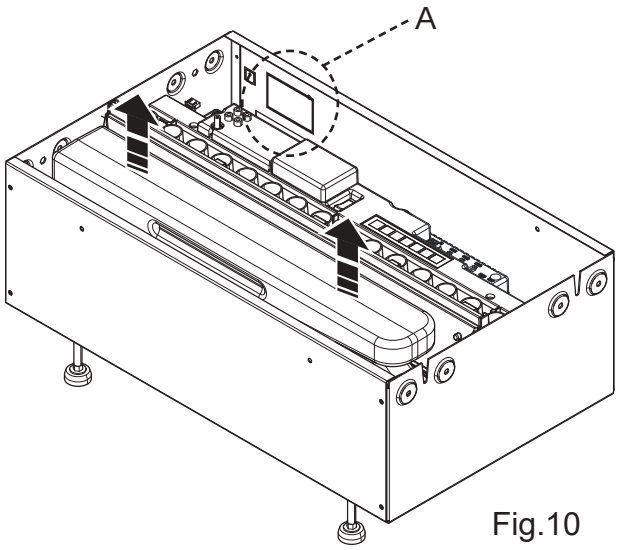
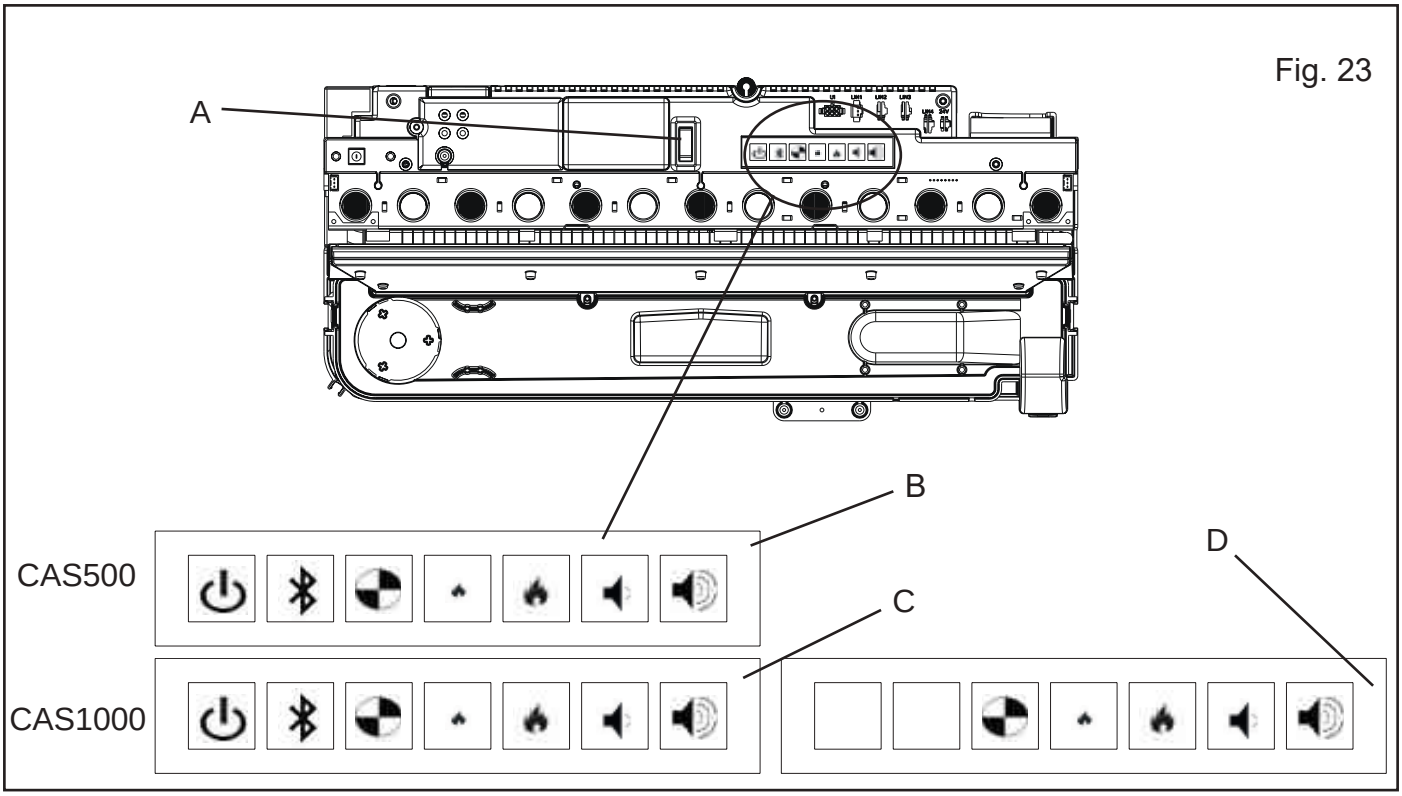


Fig.10

Fig. 23



WARRANTY INFORMATION

Warranty is provided in Australia by Glen Dimplex Australia Pty Ltd and in New Zealand by Glen Dimplex New Zealand Ltd (together referred as “Glen Dimplex”).

This limited warranty is provided to the first domestic purchaser of a Real Flame Electric fire. It applies from the date of purchase from or through an authorized Real Flame Electric Fire Distributor in any State or Territory of Australia and New Zealand and not transferable.

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Glen Dimplex warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of this product. The limited 2-year warranty period also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What is covered under this warranty?

1. Repair or replace product or parts of a defective Electric Fire
2. In the event a repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
3. Labour costs relating to the Electric Fire.

Consumers may have additional rights under the Australian Trade Practices Act 1974 including the Australian Consumer Law or the Consumer Guarantees Act 1993 New Zealand.

This warranty does not apply and will be void where:

1. The Electric Fire is not installed by a qualified specialist installer;
2. Any electrical work has not been carried out by a Registered Electrician;
3. The Electric Fire has been moved and reinstalled, or has been modified in a manner that is not consistent with the Installation Guide or the Owner’s Manual;
4. The Electric Fire has not been installed or operated according to the Installation Guide and the Owner’s Manual;

What is not covered with the limited warranty?

1. Labour costs relating exclusively to components not manufactured by Glen Dimplex.
2. Labour costs relating to removing or replacing the Electric Fire
3. Damage caused by incorrect use of the Electric Fire.
4. Products that have been repaired (except by Glen Dimplex or its authorised service representatives) or otherwise altered.
5. Travel costs for a distance greater than 50 km from the nearest approved Service Agent.
6. Defects, malfunctions or failures caused by incorrect installation, poor installation, normal wear and tear, misuse, neglect, accidental damage or failure to follow operating instructions in the Owner’s Manual (including incorrect power source, product operation and maintenance instructions), repairs or modifications by persons not authorised by Glen Dimplex, use of parts not supplied by Glen Dimplex, or damage or other events which have occurred since the product left the control of Glen Dimplex.
7. Installation of the Electric Fire in an outdoor setting.
8. Removal or transportation of such product or part (and any repaired or replacement product or part) to and from the authorized dealer’s or service agents place of business.
9. On-Site or In-Home services; these services may be performed at the purchaser’s request and expense at Glen Dimplex’s then-current rates for such services.
10. Direct, indirect or consequential losses or special damages of any kind (including costs of collection and delivery) other than repair or replacement of products or components under this warranty, where any goods are acquired or used for the purposes of a business.

How to obtain warranty service?

1. Product registration via the website (realflame.com.au) must be completed within 30 days of purchase or your Gas Burner, or within 30 days of the date of settlement of purchase of a new home.
2. Warranty Claims must be made at place of purchase.
3. Reasonable proof of purchase date is required to make a warranty claim. You should keep your purchase receipt.
4. Warranty repair will be completed according to normal work practices of the service agent.
5. Make the faulty part(s) available to Glen Dimplex for inspection so that the validity of the claim can be established by them.

RECYCLING



At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your area.

PATENT / PATENT APPLICATION

Products within the Optimyst range are protected by one or more of the following patents and patent applications:

Great Britain GB2460259B, GB2475794B, GB2418014, EP2029941, GB2436212, GB2402206B
United States US8413358, US8136276, US7967690, US8574086
Russia RU2434181
European EP2029941, EP2315976, EP1787063 (A1), EP2388527, EP2029941,
China CN101883953A, CN102105746A, CN101057105 (A), CN101438104
Australia AU2009248743A1, AU2007224634
Canada CA2725214, CA2579444, CA2645939
South Africa ZA2008/08702
Mexico MX2008011712
South Korea KR101364191
Japan JP5281417, JP5496291
Brazil BRP10708894
India 4122/KOLNP/2008
New Zealand NZ571900

REAL FLAME

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