

ASSEMBLY & INSTALLATION INSTRUCTIONS

FOCALPOINT

MODELS COVERED BY THESE INSTRUCTIONS

AMERSHAM SUITE

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3 YEAR GUARANTEE

SUBJECT TO TERMS & CONDITIONS

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All instructions must be handed to the user for safekeeping.

Revision C-10/25

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1.0 IMPORTANT NOTES

To ensure safe and stable installation:

1. The assembled Fire Surround can be fixed / secured to wall.
2. The wall must be sturdy and in good repair.
3. Some walls require alternative fixings (not included).
4. When drilling into the wall, check for hidden pipes and cables.
5. Lay the parts on to a soft surface with no debris that could damage the finish.

2.0 TOOLS REQUIRED

Cross head screwdriver PZ2 (3 inches in length or greater).

Drill, 6mm and a 2mm suitable drill bit

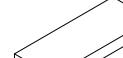
Pencil

Tape measure

Jigsaw or fine tooth saw

Wood glue

3.0 HARDWARE & PARTS LIST

CODE	NAME	ITEM	QUANTITY	CODE	NAME	ITEM	QUANTITY
A	WOOD DOWLES 7.8x20mm		3PCS	I	Bracket		4PCS
B	WOOD DOWLES 7.8x30mm		30PCS	J	SCREWS 4x12mm		16PCS
C	SINGLE ENDED CAM BOLTS		16PCS	K	SCREWS 5x50mm		18PCS
D	CAM LOCKS		16PCS	L	WALL PLUGS		2PCS
E	SCREWS 4x25mm		2PCS	M	WASHER		4PCS
F	SCREWS 4x30mm		8PCS	N	FIXING STRAP		2PCS
G	SCREWS 4x35mm		2PCS	O	Blanking sticker		10PCS
H	SCREWS 4x14mm		2PCS	AA	SCREWS 3x12mm		4PCS

① x 1

② x 1

③ x 1

④ x 1

⑤ x 1

⑥ x 1

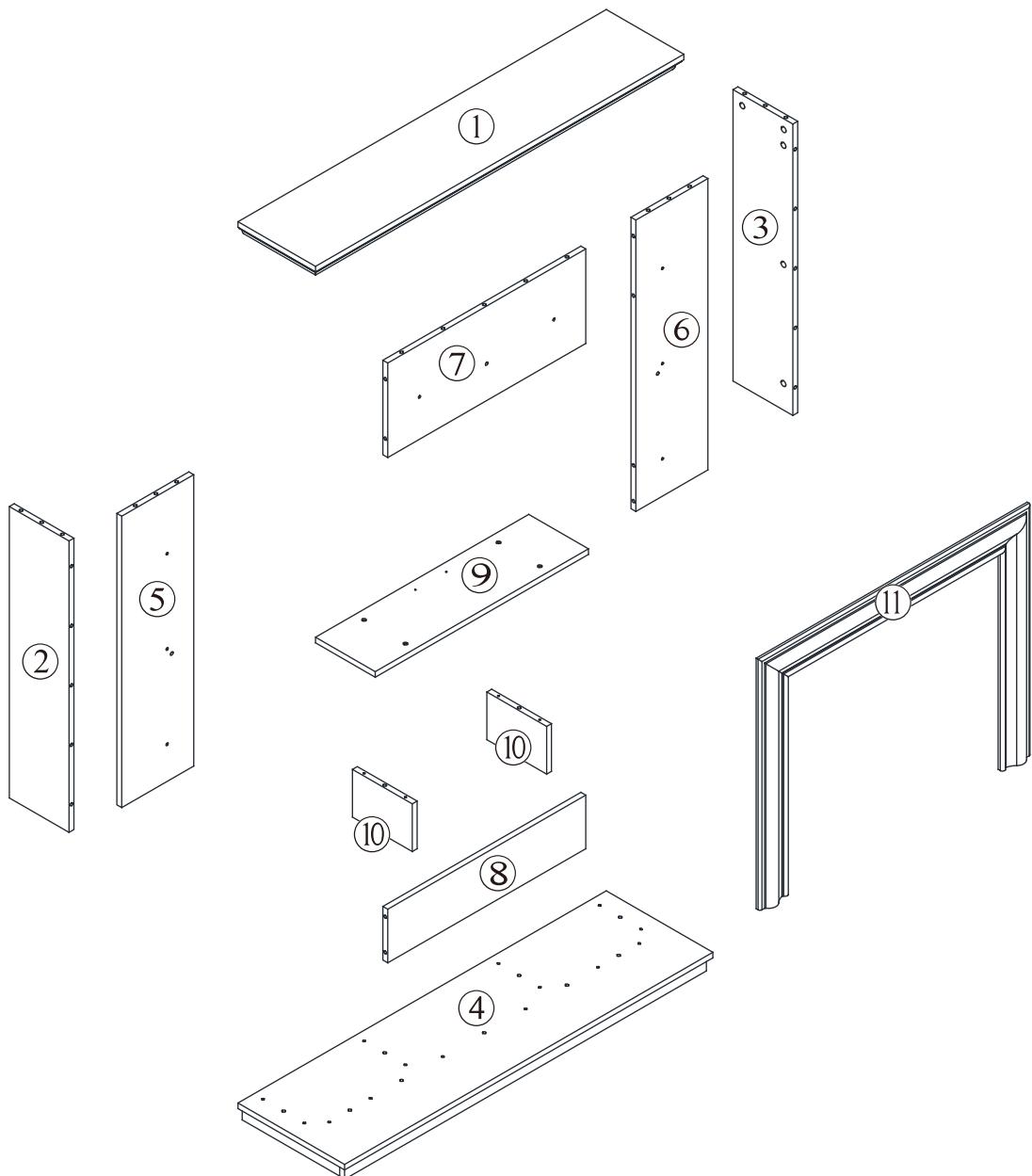
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⑧ x 1

⑨ x 1

⑩ x 2

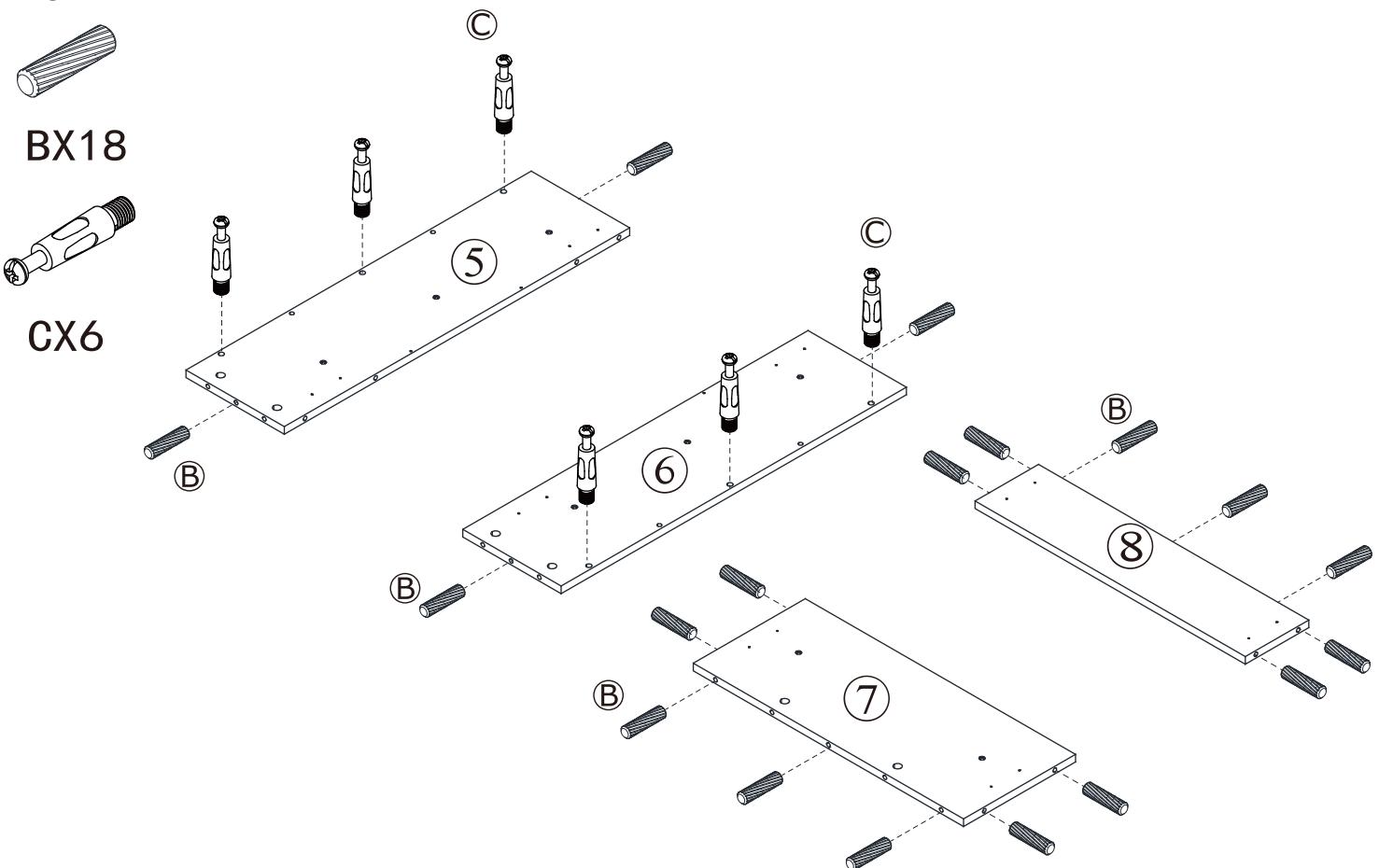
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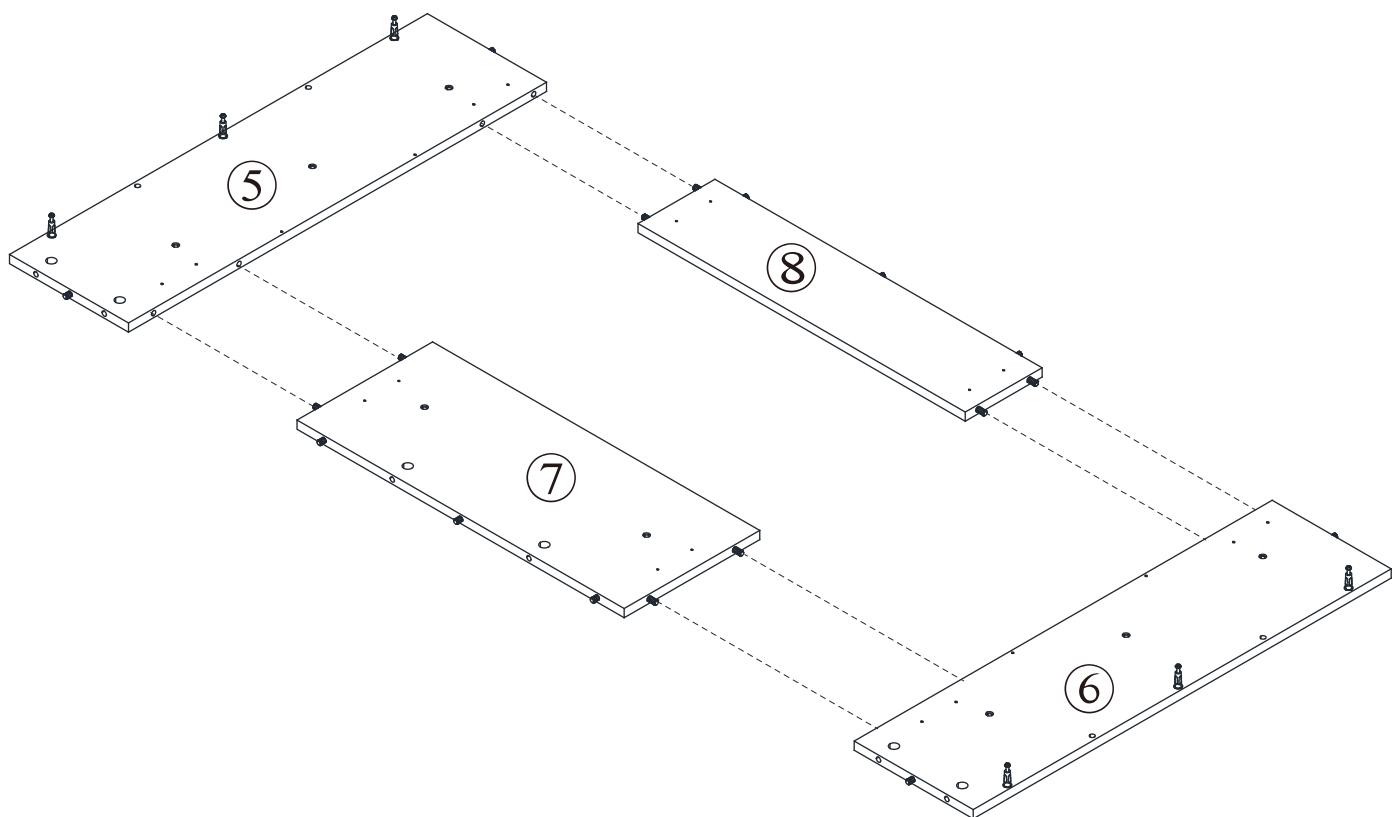
4.0 ASSEMBLY

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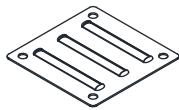
STEP1



STEP2



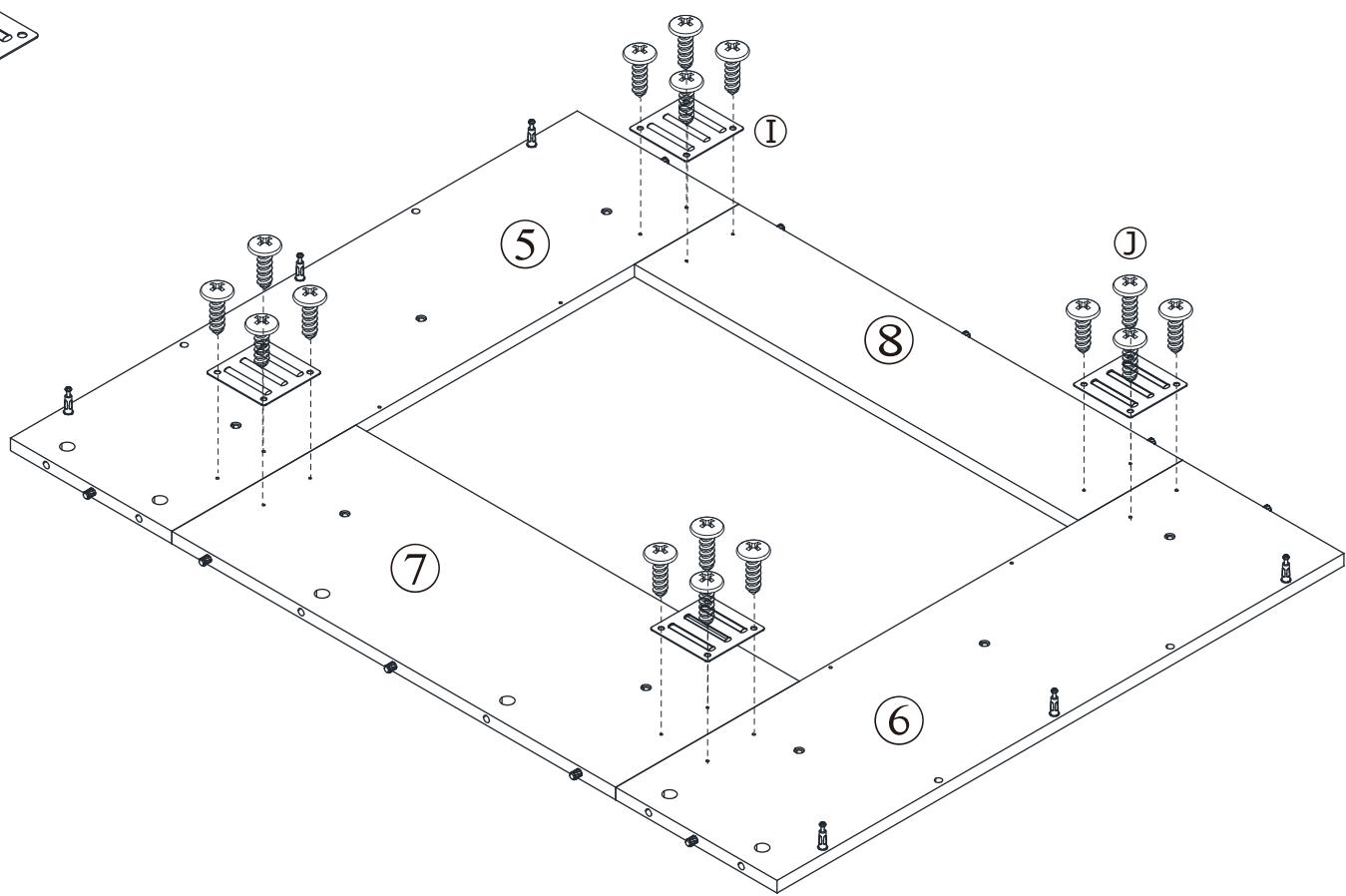
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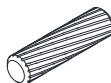
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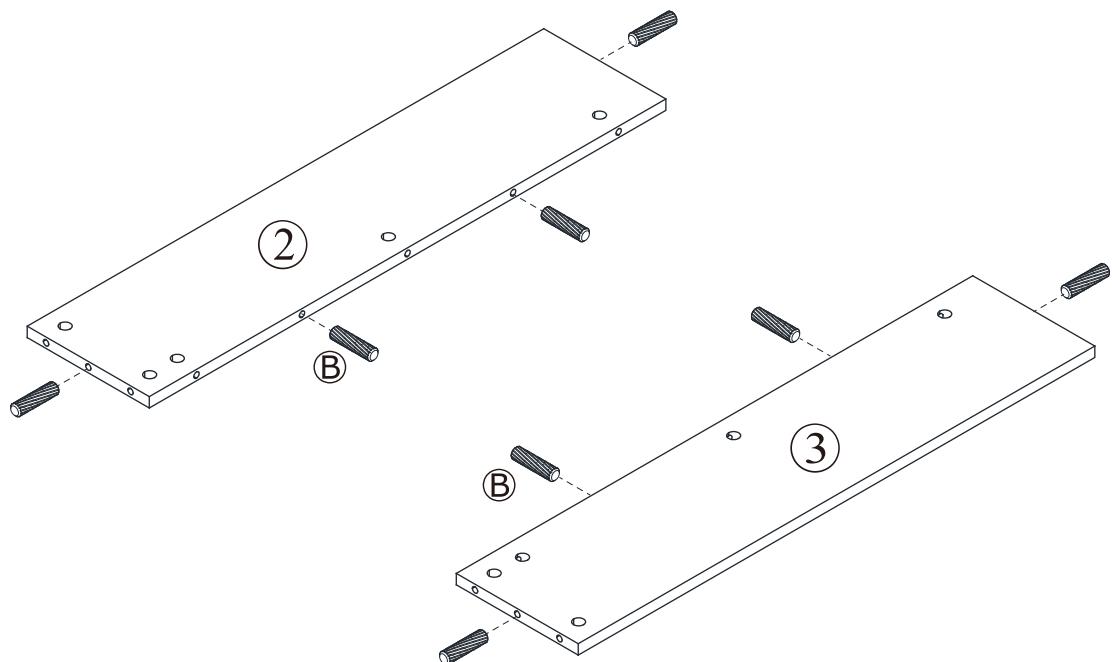
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STEP4



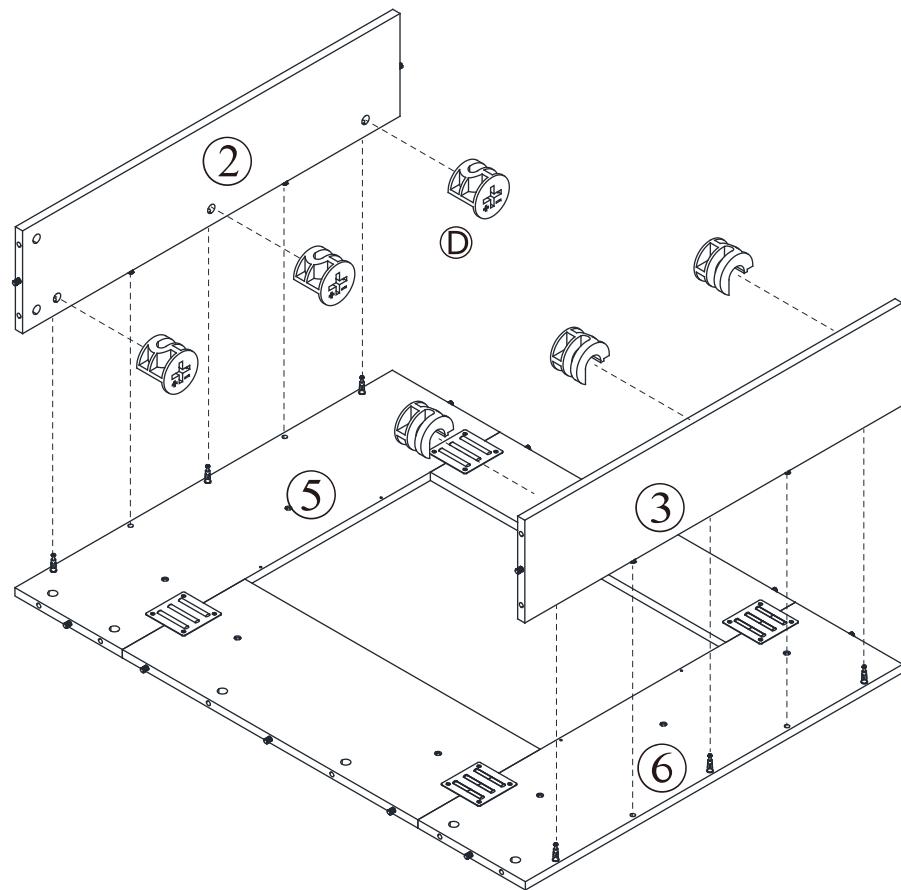
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STEP5



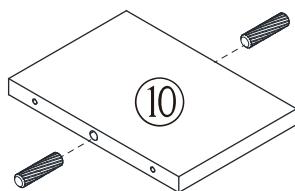
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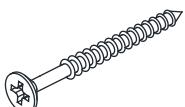
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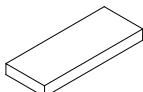
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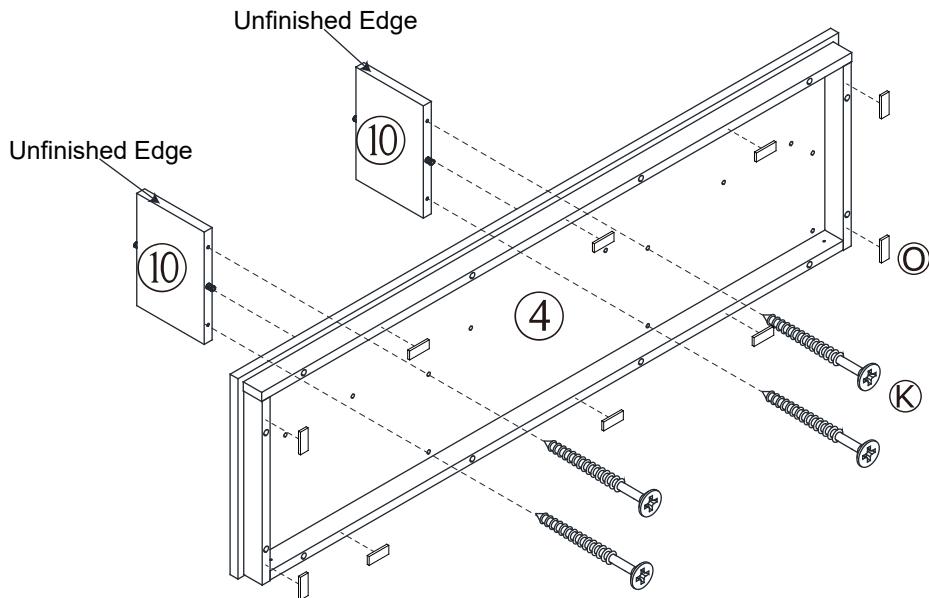
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KX4



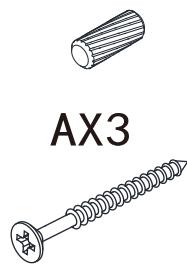
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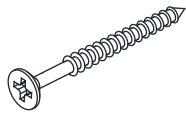
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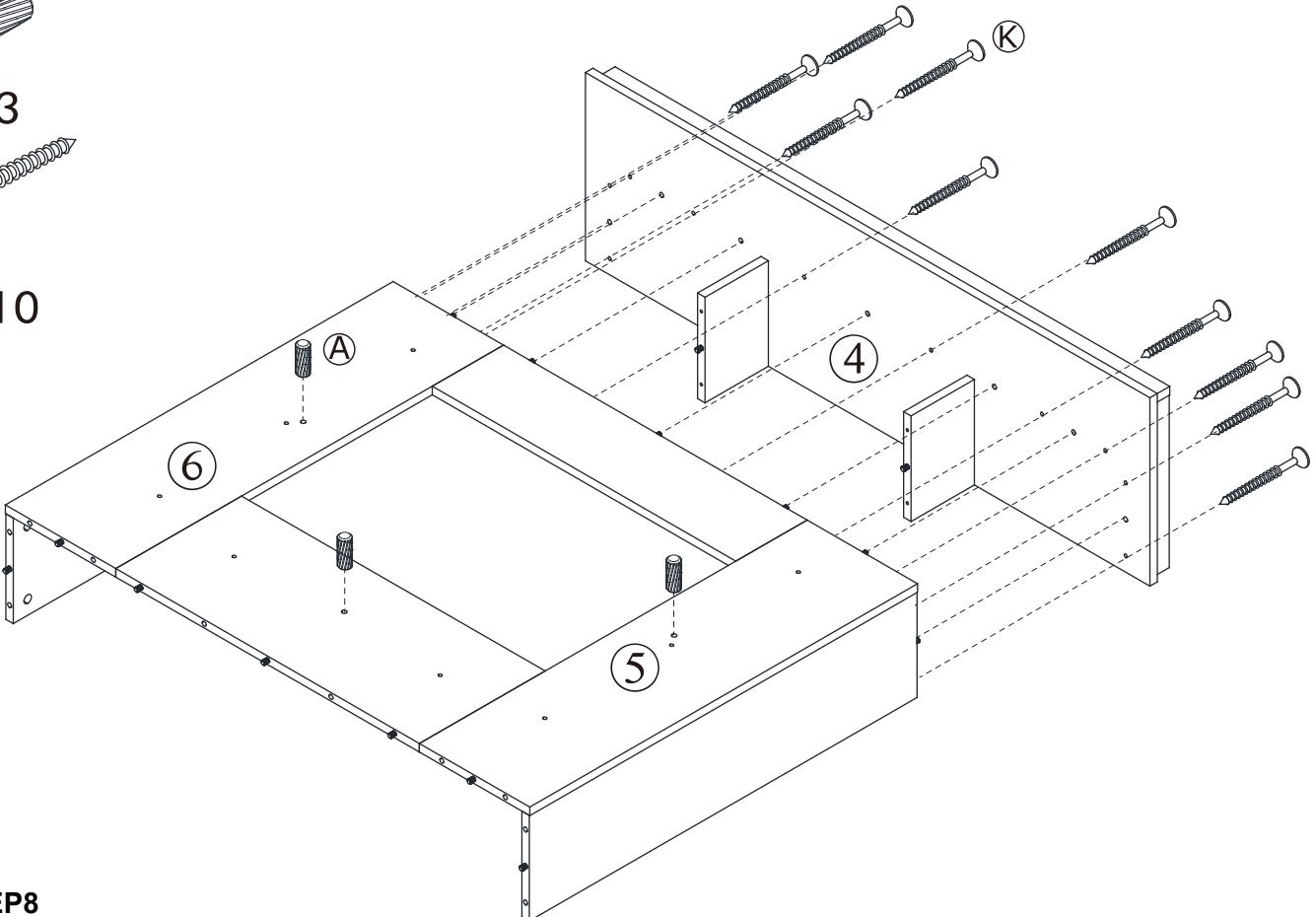
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AX3



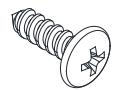
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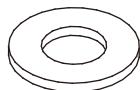
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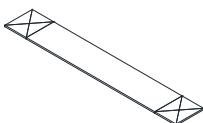
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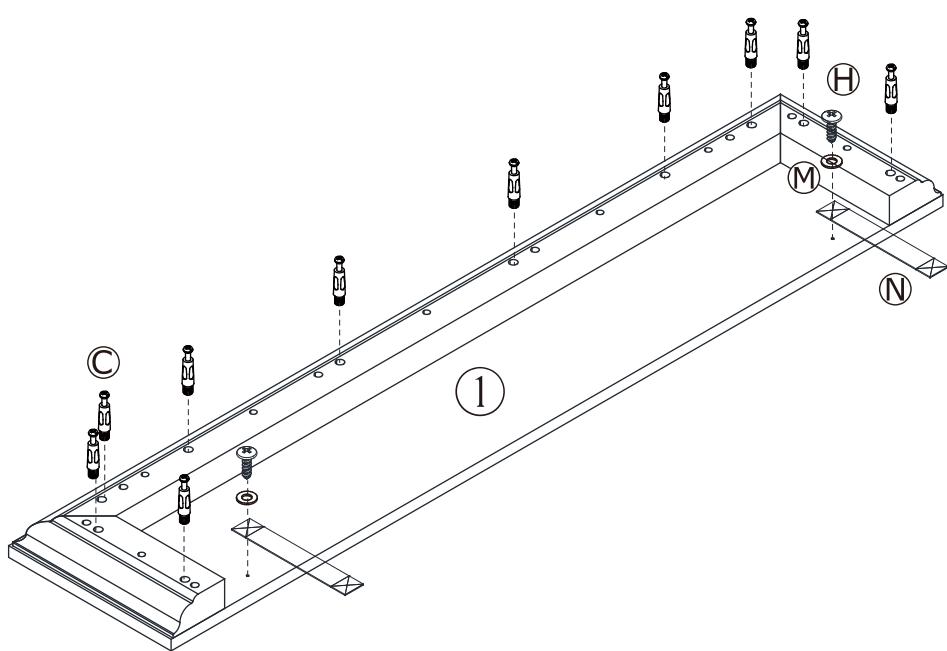
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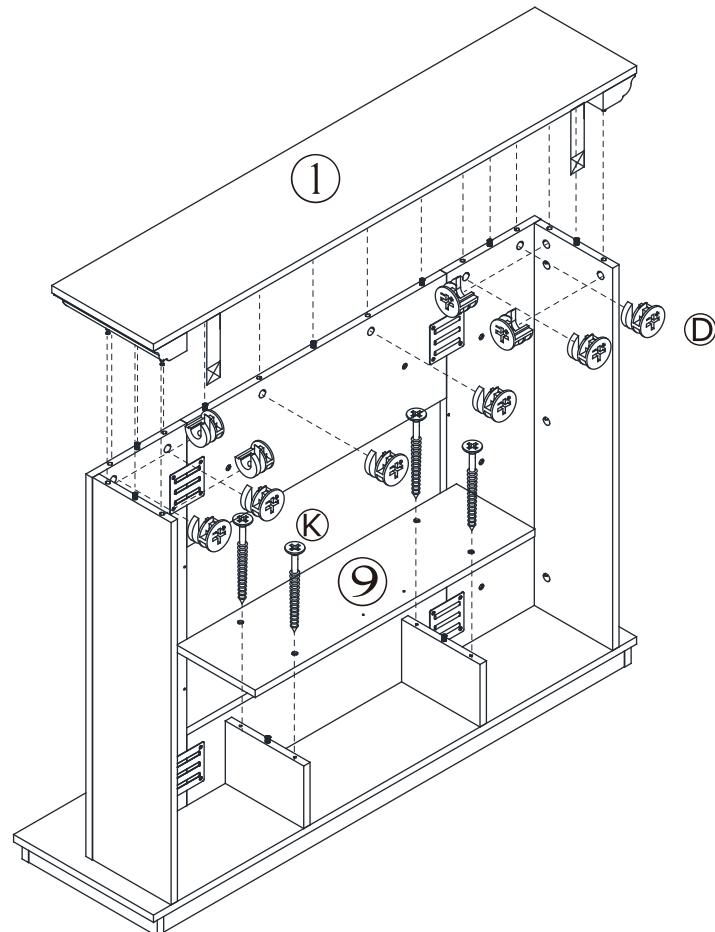
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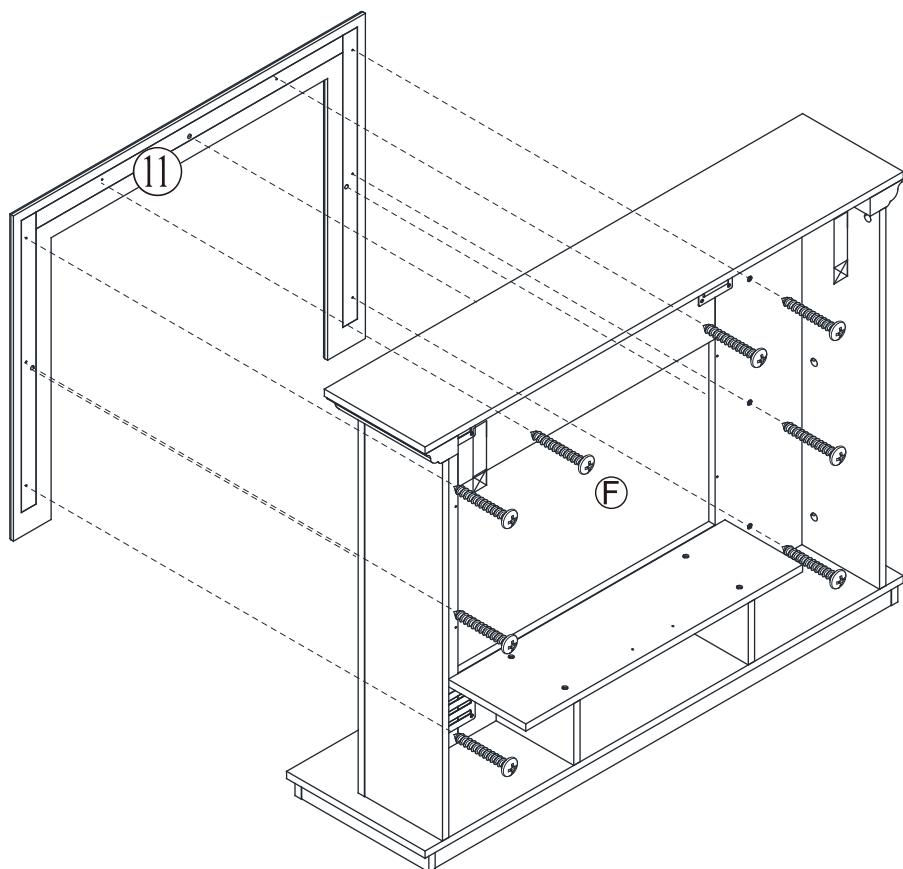
NX2



STEP9



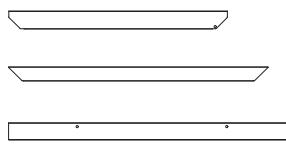
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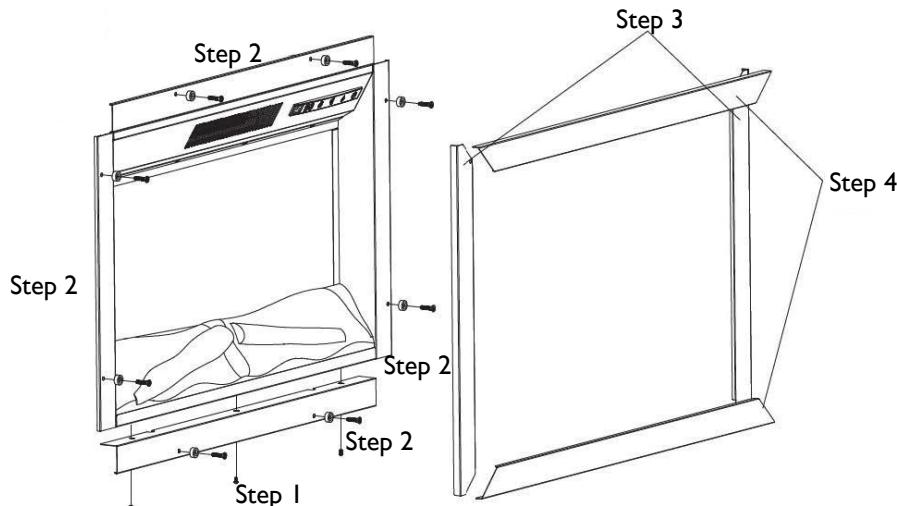
STEP11

BLACK TRIM

- ⑥ 8x Magnets
- ⑦ 8x ST4x20mm screws (AA)
- ⑦ 3x ST4x8mm screws (BB)



2x Side trims
2x Top and bottom trims
1x Bottom support bracket



1) Firstly, install the bottom support bracket to the bottom of the appliance, by lining the holes in the bracket up with the holes in the bottom of the firebox and screwing the 3x ST4x8mm screws (BB) into place with a cross headed screw driver.

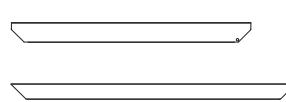
2) Carefully, insert the appliance in through the front opening of the suite, centre, then using a cross headed screw driver screw the 8x ST4x20mm screws (AA) through the magnets and the appliance and into the front of the suite.

3) Place the left and right hand decorative black trims onto the magnets first.

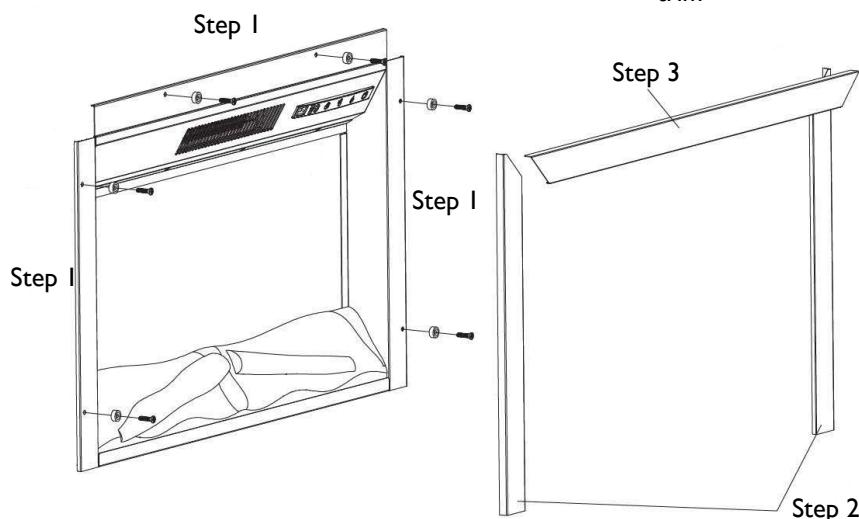
4) Then place the top and bottom trims onto the appliance and straighten.

CHROME TRIM

- ⑥ 6x Magnets
- ⑦ 6x ST4x20mm screws (AA)



2x Side trims
1x Top trim



1) Carefully, insert the appliance in through the front opening of the suite, centre, then using a cross headed screw driver screw the 6x ST4x20mm screws (AA) through the magnets and the appliance and into the front of the suite.

2) Place the left and right hand decorative chrome trims onto the magnets first.

3) Then place the top trim onto the appliance and straighten.

STEP 1



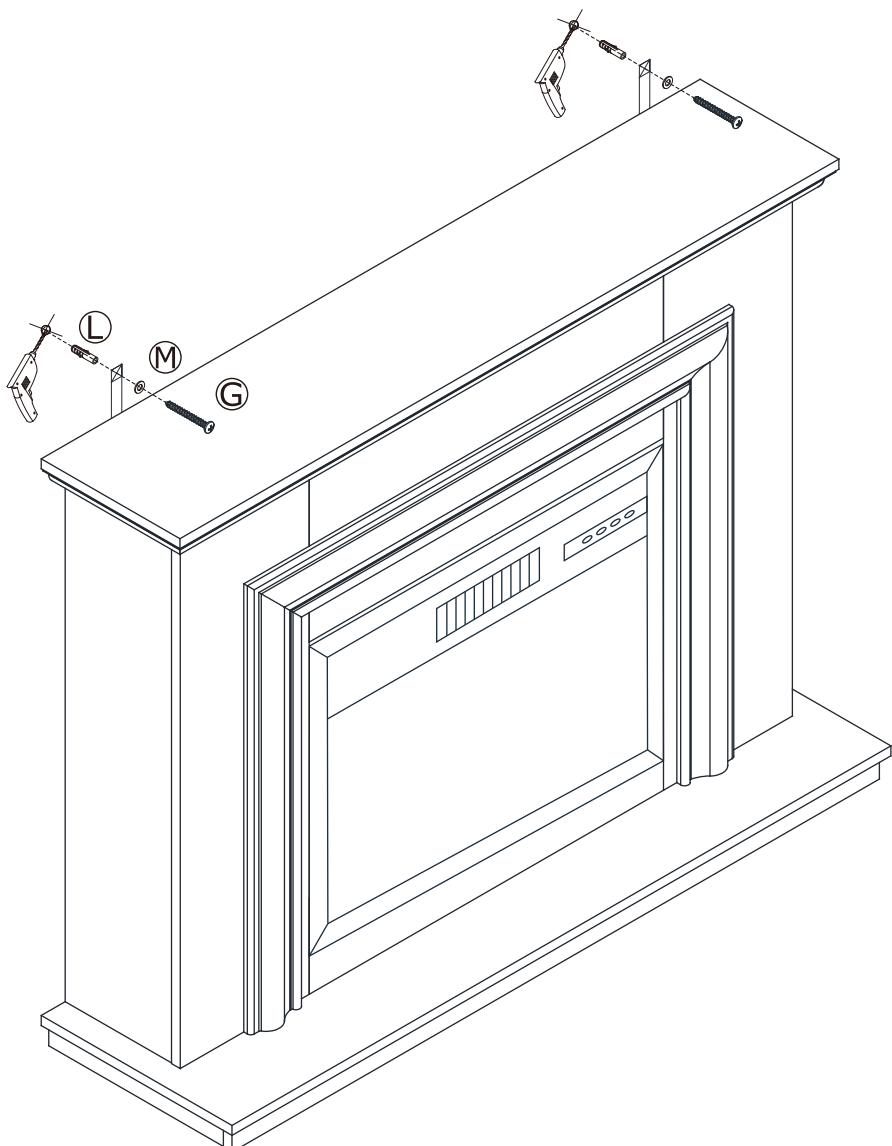
GX2



LX2



MX2



Once the fixing straps are in position, centre and level the suite into its final fitting position. Mark with a pencil on the wall where you wish to drill. Remove the suite from the position and prepare the wall from the marked positions. If using the fixings supplied (L), drill a pilot hole in the wall using a 6mm drill bit. If not, use a suitable drill bit for the wall plugs you are using. Insert the wall plugs (L) into position. Plug the appliance in and turn the switch on. Reposition the suite against the wall, you are now able to secure the suite to the wall using the screws (G) provided.

6.0 CLEANING/ FINISHING

GB IE

Before carrying out any of the following operations, ensure that the appliance is OFF and completely cold. Regularly clean around the appliance to ensure that dust, fluff, pet hair etc, are kept to a minimum. There are no other 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. Test in a hidden part before cleaning. Clean only in the direction of the grain. Regularly check the surround is securely fixed in position.

7.0 GUARANTEE - TERMS AND CONDITIONS

Registration is not required.

Thank you for purchasing a Focal Point Fires fireplace. Our commitment to quality and customer satisfaction is backed by our warranty policy. Please review the following terms and conditions carefully.

The 3-year guarantee is only applicable to purchases made through an authorised stockist/retailer. Please see our website for a list of authorised stockists. Any purchase(s) made through an unauthorised stockist(s) will be eligible for a statutory 1-year guarantee.

Your gas fire must have been commissioned by Gas Safe registered installer, evidence of which you must provide together with the registration number.

All appliances must have been installed and operated in accordance with the manufacturer's instructions.

For any claim to be made within the three years from date of purchase you will be required to provide and supply us with your original proof of purchase.

The 3-year guarantee commences from the date of purchase. The guarantee period will not be extended even if we repair or replace any product or part.

GAS FIRES

Coverage, the warranty covers the following:

- Full coverage of parts and shipping costs for repairs or replacements caused by manufacturing defects or workmanship issues.
- During the guarantee period any product 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 product or fits parts, unless we have approved such work in advance of it being carried out.

Exclusions, the warranty does not cover the following:

- Normal wear and tear, including scratches, discolouration, or deterioration of finishes.
- Damage caused by misuse, improper installation, unauthorized modifications, or neglect.
- Consumable components: ceramics including; coals, pebbles, the matrix, front strips, side cheeks, rear panels and tapered rear panels.
- Incidental or consequential damages, including property damage or personal injury.

GAS FIRES CONTINUED

Your gas fire must have been commissioned by Gas Safe registered installer, evidence of which you must provide together with the registration number.

Your appliance must have been serviced annually by Gas Safe registered installer, evidence of which must be provided, such as the receipt. Failure to provide proof of annual servicing will render the warranty void. Servicing records must be continuous (i.e., annually without interruption) and retained for the duration of the warranty. Any damage due to lack of servicing (e.g., carbon buildup, incorrect gas pressure) is excluded.

Purchase(s) must be made through an authorised stockist/retailer.

ELECTRIC FIRES

Focal Point Fires provides a **3-Year Warranty** on all electric fireplaces. The type or warranty available on each model will vary depending on the installation requirements. Built in units that are fixed and cannot be removed, we provide a 3 year limited warranty which is detailed below.

1. Standard Warranty Terms for Wall mounted, freestanding and inset Electric Fireplaces

Coverage, the warranty covers the following:

- Full coverage of parts and shipping costs for repairs or replacements caused by manufacturing defects or workmanship issues.
- Coverage includes replacement parts or a replacement fire if we deem necessary.
- When offered a replacement fire, we will cover the cost for delivering the new model and arrange collection of the faulty model. **Exclusions, the warranty does not cover the following:**
- Normal wear and tear, including scratches, discoloration, or deterioration of finishes.
- Damage caused by misuse, improper installation, unauthorized modifications, or neglect.
- Consumable components, such as bulbs or batteries.
- Incidental or consequential damages, including property damage or personal injury.

2. Limited Warranty Terms for Built-In Electric Fireplaces

Fires listed for this warranty:

Eccentra 1250, Eccentra 1500, Eccentra 2000, Eccentra 550, Ennolux 1500 LCD.

Focal Point Fires provides a **3-Year Limited Warranty** on built-in electric fireplaces, structured as follows:

Coverage:

- **Year 1:** Warranty coverage, including parts, and shipping for manufacturing defects or workmanship issues. Focal Point Fires offers the repair or replacement product within the first year. Focal Point will cover the cost of labour for any required parts to be replaced in the fireplaces. The cost for this must be agreed with our service team before being carried out. This does not extend to remedial works required to the wall, suite or other types of casing used.
- **Replacement fire offered:** In the instance a complete replacement fireplace is provided under the warranty, the cost of labour is not covered by Focal Point Fires. We suggest that the installation design considers the removal of the fire should a replacement be required.

- **Years 2 and 3:** Parts-only coverage for manufacturing defects. Focal Point will provide any required parts to repair the fireplace. The customer is responsible for all labour charges associated with repairs, including removal and reinstallation costs. Focal Point Fires is not responsible for any additional costs incurred in removing or reinstalling the unit, including wall modifications or electrical work.

Installation Requirements:

- The warranty for built-in units is valid only if the fireplace is installed and complies with all local building and safety codes. Proof of professional installation must be provided if a claim is made.
- It is not suitable to screw or drill into the fire. This will void the warranty.

Exclusions, the warranty for built-in units excludes:

- Issues arising from improper installation, including inadequate ventilation or electrical connections.
- Damage caused by power surges, water exposure, or other environmental factors.
- Cosmetic damages after installation, including scratches, dents, or discoloration.

Important notes covering all claims.

- The proof of purchase must be a legible receipt or invoice, showing the retailer's name, purchase date, and product details.
- Failure to provide valid proof of purchase may result in the claim being denied.
- The warranty is non-transferable and applies only to the original purchaser.
- Any repairs or modifications not approved in writing by Focal Point Fires will void this warranty in its entirety.

Making a claim

Making a claim is easy. If you wish to make a claim under our guarantee and all the terms and conditions for your product have been met, then please submit the following information to our dedicated service team: 3g@focalpointfires.co.uk

For mailing claims, please send to: Focal Point Fires Limited, 3G Service Department, Avon Trading Park, Christchurch, Dorset, BH23 2BT.

What to send

- Name, full address including postal code and contact telephone number.
- A copy of your proof of purchase e.g. receipt or bank statement.
- Brief description of the issue
- Supporting images

Gas only

- Original installers Gas Safe registration number (gas fires only).
- Annual service receipt for every 12 months (gas fires only).

Please note that this does not affect your statutory rights.

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

We appreciate your trust in Focal Point Fires and look forward to warming your space for years to come.

Disclaimer:

The components of this mantle are veneered MDF. As such, it is likely that there will be variations in the appearance, texture, grain structure and colour etc., of the individual components.

Caution: Wood products may produce splinters, so care should be taken during assembly.

Warning: This mantle is not designed for heavy use. Care should be taken to distribute weight evenly.

Note: Wall plugs supplied are for masonry or solid wall fixing only. For any other type of wall seek professional advice.