

# FOCALPOINT

## INSTALLATION & USER INSTRUCTIONS



### AMERSHAM LED SUITE



#### 3-Year Guarantee

Subject to terms and conditions.

For more information please visit: [www.focalpointfires.co.uk](http://www.focalpointfires.co.uk)

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All instructions must be handed to the user for safe keeping.



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## 1.0 IMPORTANT NOTES

**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 with an AC supply only and the voltage marked on the heater's rating label must correspond to the supply voltage.

This appliance can be used by children aged from eight 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.

**DO NOT** switch the appliance on until it has been properly installed as described in this installation manual.

Children of less than three years should be kept away unless continuously supervised. Children aged from three years and less than eight 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 three years and less than eight years 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.

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.

The heater must not be located immediately below a socket-outlet.

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

 **WARNING:** In order to avoid overheating, do not cover 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 cutout, 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 the appliance.

**DO NOT** leave the appliance unattended during use.

From time to time, check the cord for damage. Never use the appliance if the cord or any part of the appliance shows signs of damage.

**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 product 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 product is only suitable for well insulated spaces or occasional use.

**DO NOT** use this heater if it has been dropped.

**DO NOT** use if there are visible signs of damage to the heater.

Use this heater on a horizontal and stable surface, or fix it to the wall, as applicable.

**WARNING:** 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.

**WARNING:** To reduce the risk of fire, keep textiles, curtain, or any other flammable material a minimum distance of 1m from the air outlet.

## 2.0 INSTALLATION REQUIREMENTS

The appliance is supplied with a pre-wired with a three-pin BS 1363/1.55 metres length plug, 13 Amp fuse rated electrical cable. It is therefore necessary for a suitable electrical socket to be located within this distance and be easily accessible. This appliance is designed to be inset into the wall, using the wall fixtures/fixings provided.

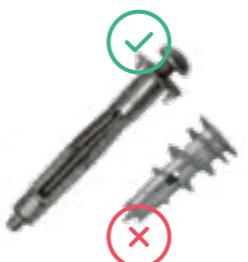
This appliance is suitable for installation in static holiday/park homes.



### WARNING

The wall where the appliance is to be installed must be capable of long-term support of the total load of the appliance.

Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.



## 3.0 APPLIANCE DATA

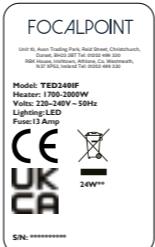
Amersham: 36kg	Fuse Rating: 13 Amp
Dimensions: H 800 x W 1100 x D 330 mm	Heating Elements: 2000W
Supply Voltage and Rating Power: 220-240V AC, 50Hz 1700 - 2000W	Lighting: LED
Location: Indoor Use Only	Supply Plug: BS1363; 1.55 metres

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. LED's are maintenance free and should not require replacing during the life of the product.

#### TED240IF Engine

Item	Symbol	Value	Unit	Item	Unit
<b>Heat output</b>					<b>Types of heat input, for electric storage local space heaters only</b>
Nominal heat output	P <sub>nom</sub>	2.0000	KW	Manual heat charge control with integrated thermostat	NO
Minimum heat output (Indicative)	P <sub>min</sub>	1.0000	KW	Manual heat charge control with room and/or outdoor temperature feedback	NO
Maximum continuous heat output	P <sub>max, c</sub>	2.0000	KW	Electronic heat charge control with room and/or outdoor temperature feedback	N/A
<b>Auxiliary electricity consumption</b>					Fan assisted heat output
At nominal heat output	e <sub>lmax</sub>	N/A	KW	<b>Type of heat output/room temperature control</b>	
At minimum heat output	e <sub>lmin</sub>	N/A	KW	Single stage heat output and no room temperature control	NO
In standby mode	e <sub>lSB</sub>	0.4500	KW	Two or more manual stages no temperature control	NO
					With mechanical thermostat room temperature control
					With electronic room temperature control
					With electronic room temperature control plus day timer
					Electronic room temperature control plus week timer
					YES
<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

**THE DATA LABEL, INCLUDING THE MODEL AND SERIAL NUMBER, CAN BE FOUND AT THE CENTRE**



## 4.0 UNPACKING THE APPLIANCE

**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.**

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

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

## 5.0 COMPONENT CHECKLIST

Description	Quantity
Heater unit	1
Remote handset	1
Wall plugs	2
Washers	2
Fixing screws	2
Magnets	8
4-piece black trim	1
3-piece chrome trim	1
Black bottom trim bracket	1
ST 4x20mm Screws (AA)	8
ST 4x8mm Screws (BB)	3

## 6.0 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.
- Installing the heater next to these types of wall coverings or operating the heater where impurities in the air, (such as tobacco smoke) exist, may slightly discolour wall finishing.
- 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:

- Recess any part of the appliance into the wall, or run the supply cable under carpets
- Site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack
- Site behind an opening door where mechanical impact/damage could occur
- Site where the supply cable would become a trip hazard
- Sit, stand or forcefully pull on the appliance
- Obstruct, cover or force items into the openings
- Use the heater to dry clothes
- Site/use in an outdoor location(s)

## 7.0 CLEARANCE TO COMBUSTIBLES

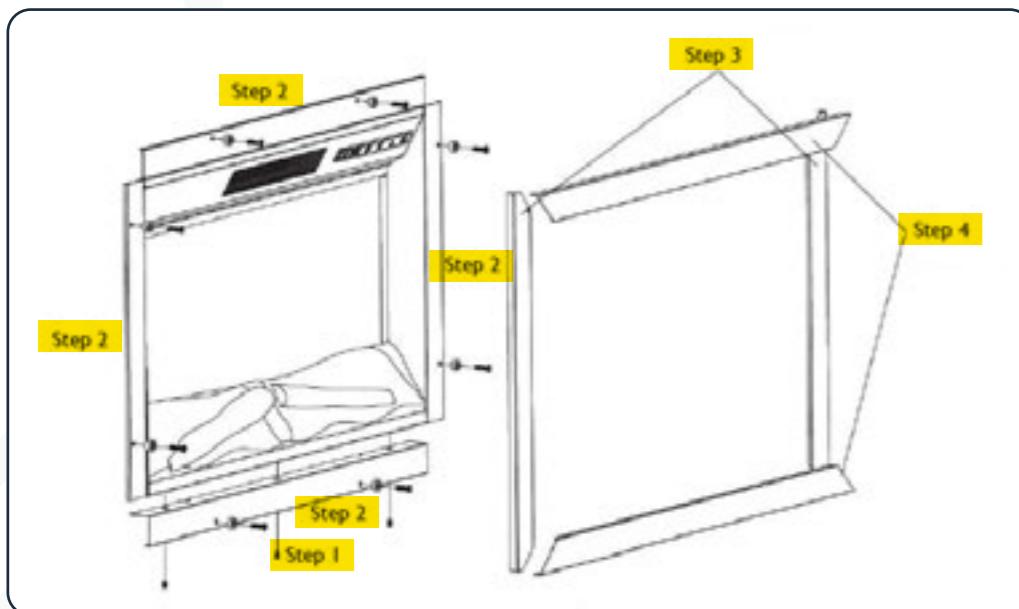
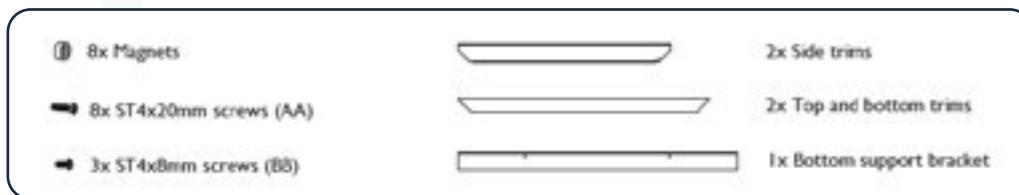
- Minimum clearance distance to the front of the appliance is 900mm.
- There are no minimum clearances for above or to the side of the appliance, apart from being clear of curtains and drapes.

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 above.

## 8.0 PRE-INSTALLATION ASSEMBLY

### ASSEMBLING THE BLACK TRIM

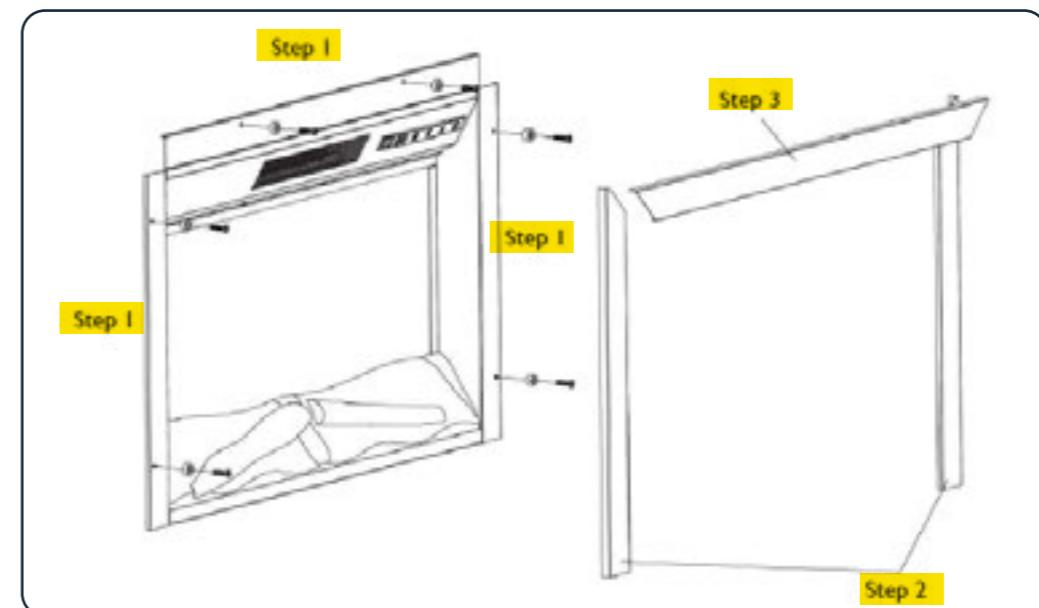
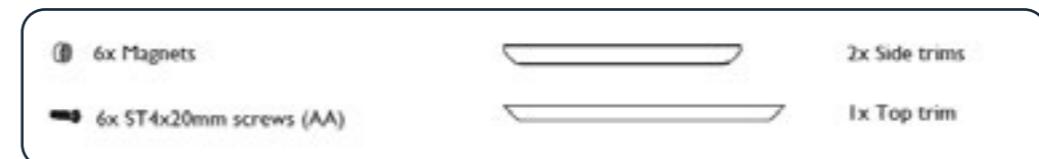
1. Begin by installing the bottom support bracket to the bottom of the appliance, by lining the holes in the bracket up with the holes in the bottom of the firebox and screwing the three ST 4x8mm screws (BB) into place with a cross headed screw driver.
2. Carefully, insert the appliance in through the front opening of the suite, centre, then using a cross headed screw driver screw the eight ST 4x20mm 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.
4. Place the top and bottom trims onto the appliance and straighten.



## 8.1 PRE-INSTALLATION ASSEMBLY

### ASSEMBLING THE CHROME 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.
3. Place the top trim onto the appliance and straighten.



## 9.0 INSTALLATION

### CAUTION: DO NOT CONNECT THE APPLIANCE TO THE ELECTRICAL SUPPLY AT THIS TIME

Focal Point Fires Limited 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 suite 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. The appliance should not be installed until all wet plastering and/or dry wall sanding and wall painting has been completed. Do not block the ventilation holes of the appliance. The wall onto which the appliance 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 is to be mounted on the inner leaf of a conventional cavity brick wall, or a solid wall, then the wall plugs and fixing screws provided may be used. Depending on the condition of the wall it may be necessary to use additional fixing. In this situation, any additional fixings and wall plugs should be of the same size and type as the ones provided.

If the appliance is to be mounted on a dry lined wall or a timber framed construction wall then efforts should be made to fix one position vertically, into one of the 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.

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.

**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. ENSURE THE PLUG OR FUSE SPUR IS FULLY ACCESSIBLE.**

### WARNING

The wall where the appliance is to be installed must be capable of long-term support of the total load of the appliance.

Measures should also be taken to ensure sufficient strength to withstand the force of earthquakes, vibration and other external forces. Plasterboard alone is not considered to be a structural material. It is not recommended to rely on plasterboard fixings alone to support the weight of the appliance.



The power cable is located on the top, right-hand, side of the electric fire. This appliance should be positioned on a firm level surface and in a clean 'dust free' environment. If fit 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 11](#).

Once the frame work has 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.

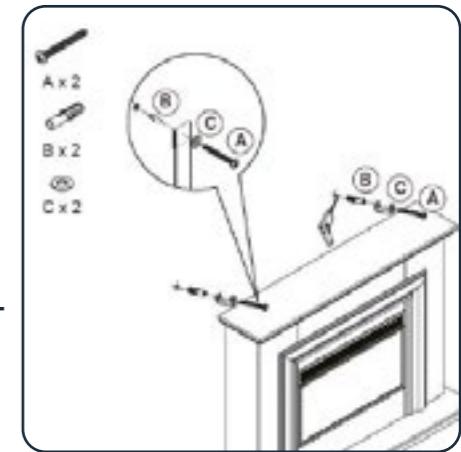
## 9.0 INSTALLATION

### INSTALLING THE SUITE WITH WALL PLUGS ONTO A FLAT WALL

1. Position the appliance against the wall in its desired location.
2. Draw a mark where you wish to connect the straps in to the wall.
3. Remove the appliance from the position and drill a hole (5.5mm diameter, 40mm deep) each side.

**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. ENSURE THE PLUG OR FUSE SPUR IS FULLY ACCESSIBLE.**

4. Gently hammer the wall plugs into position.
5. Position the suite into its final position. Using a screw driver, screw through the washers and the fixing straps and into the wall plugs just installed into the wall—securing the appliance into position. See figure above.



## 10.0 OPERATING THE APPLIANCE

### CONTROL PANEL

When a function is changed from the control panel or remote there will be a corresponding icon displayed. The icon shows the function changed and the level selected. When the function is turned off, the corresponding icon disappears.

### CONTROL PANEL & BUTTON OPERATIONS



1. Temperature
2. Heating level
3. Timer
4. Heat
5. Flame
6. On/Off

**Power**

This button will turn the appliance on and off. Press and hold the power button for 5 seconds to change from Celsius to Fahrenheit.

**Flame Brightness**

Repeatedly press to adjust the Flame brightness between 5 (High) and 1 (Low).

**Heat Level**

Press to change between the different levels of heating the chosen level will be shown on the Heating Level indicator. When the lower bar is illuminated, the fire is running at the Low (1kW) setting, when both bars are illuminated, the fire is running on the High (2kW) setting.

Hold the button for 3 seconds to change the the desired temperature. Then repeatedly press the heat button to select (18-35°C).

**Timer**

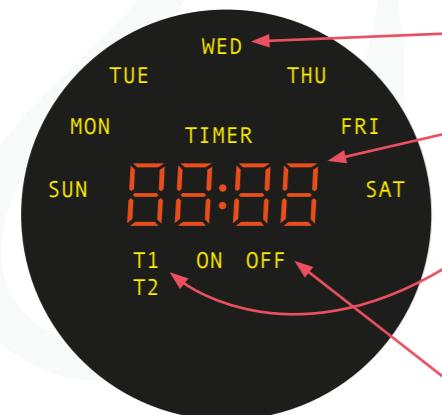
A Power off timer can be set by repeatedly pressing the timer button while unit is running. This can be 30 minutes, 1 hour, 2 hours, 3 hours, 4 hours, 5 hours, 6 hours, 7 hours, 8 hours, and 9 hours.

**Digital Display**

The display will default to showing the temperature of the room, but while changing settings, it will show: current flame brightness, temperature and timer setting

## 10.1 OPERATING THE APPLIANCE

### REMOTE CONTROL AND FIRE DISPLAY



**Day Display**  
Shows current day and current day selection during setup.

**Timer Display**  
Shows the time, or during the setting the timer will show the ON or OFF time (indicated by the ON/OFF lights)

**T1 / T2**  
Two periods of operation can be programmed per day. The timer period currently being operated will be shown.

**ON / OFF**  
Status of timer, if set.

## 10.1 OPERATING THE APPLIANCE

### REMOTE CONTROL OPERATIONS

**Power**

This button will turn the appliance on and off. Press and hold the power button for 5 seconds to change from Celsius to Fahrenheit. **NOTE:** Remove plastic battery insulation before use.

**Flame Brightness**

Repeatedly press to adjust the Flame brightness between 5 (High) & 1 (Low).

**Arrow Buttons**

To adjust the Flame brightness from 1 to 5. To select the desired temperature for the room (Range 18°C to 35°C). To select power off timer: 30 minutes, 1 hour, 2 hours, 3 hours, 4 hours, 5 hours, 6 hours, 7 hours, 8 hours, 9 hours. To select Weekly Timer.

**Temperature**

Press the Heater Button repeatedly to select Heating Level and desired temperature: Off-Low (1kW)-High (2kW)-desired temperature (Ranging 18°C to 35°C). Use the Arrow buttons to select the desired temperature.

**9 Hour timer button**

A Power off timer can be set by pressing the timer button while the unit is running. The timer can be adjusted to different power off times using the Arrow buttons. The following power off times can be set: 30 minutes, 1 hour, 2 hours, 3 hours, 4 hours, 5 hours, 6 hours, 7 hours, 8 hours, 9 hours.

Hold the timer button on the remote control for 3 seconds to clear the weekly timer settings and the weekly timer indicator will disappear.

**Clock button**

Before using the weekly timer, the clock must be set. To do this: Press the Clock button, then use the arrow buttons to select the day. Press the Clock button again, then use the arrow buttons to select the hour (24 hour format) Press the Clock button again, then use the arrow buttons to select the minutes.

**Weekly Timer button**

The appliance has a 7 day timer, which allows you to set two periods of operation per day. The appliance will operate with the previously used settings for the heating level, desired temperature. To set the timer press the Week Timer button. The appliance will display the day, period and if you are setting the On or Off time. For each period both the On and Off timer must be set.

**For each period**

1. Set the On hour value using the arrow buttons, press the Week Timer button to confirm.
2. Set the On minute value using the arrow buttons, press the Week Timer to confirm.
3. Set the Off hour value using the arrow buttons, press the Week Timer button to confirm.
4. Set the Off minute value using the arrow buttons, press the Week Timer button to confirm.

The appliance will then move onto the next period / first period of the following day, allowing this to be programmed in the same way. The days and periods can be scrolled through by repeatedly pressing the Week Timer button. To clear and operational period set the On and OFF timer to the same value.

**Open Window Detection**

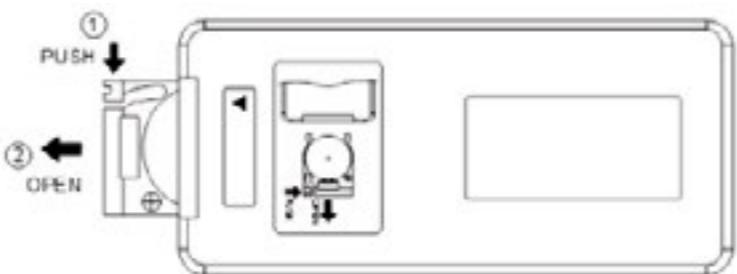
After 5 minutes of the heater being operated, if the ambient temperature continues to drop over 5°C in 3 minutes for around 10 minutes, the appliance will make a “beep” sound and the digital display will show E4. You will need to close the window and turn off the heater by the control panel or remote control to stop the “beeping” sound.

## 10.2 OPERATING THE APPLIANCE

### REPLACING THE REMOTE BATTERY

Battery Requirements: CR2025

1. Locate and remove the battery bracket.



2. The battery has two sides, one with a button feature, and the other is flat.

3. Insert the battery with the button side down into the battery bracket, making sure the battery is firmly seated. Batteries should be removed if the product is to be left unused for a long period of time. The batteries may contain hazardous substances that could endanger the environment and human health. This symbol appearing on the battery and/or packaging indicates that used batteries must not be processed with municipal waste. Instead they should be brought to the appropriate collection point for recycling.

By correctly disposing of used batteries, you prevent potential negative consequences for the environment and human health. Recycling used materials also preserves our natural resources. For more information about collecting and recycling used batteries, please contact your local municipality, your waste disposal service or the store where you purchased this product.

## 11.0 SAFETY CUTOUT SYSTEM

### SAFETY CONTROL (THERMAL CUT-OUT):

**CAUTION: THIS PRODUCT HAS ONE SELF-RESETTING OVERHEAT PROTECTION DEVICE. IN THE EVENT THAT THE HEATER STOPS WORKING AS A result of overheating , "E3" will be appeared and stop heating, about 5 minutes the heating will be restart as normal and "E3" will be disappeared.**

**CAUTION: DO NOT TOUCH THE HEATER AS IT WILL BE HOT. SET THE HEATER SWITCHES TO OFF AND LEAVE THE HEATER TO COOL DOWN FULLY.** Once completely cool, reconnect the heater and switch it on. Do not open this product. There are no user-serviceable parts inside.

## 12.0 CLEANING AND MAINTENANCE

**ALWAYS DISCONNECT THE APPLIANCE FROM THE MAINS SUPPLY OUTLET SOCKET BEFORE UNDERTAKING ANY CLEANING OR MAINTENANCE!**

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.

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.

## 12.0 CLEANING AND MAINTENANCE CONTINUED



**BATTERY WARNING: KEEP OUT OF REACH OF CHILDREN**

**BATTERY WARNING: PRODUCT CONTAINS A COIN/BUTTON CELL**

Store spare batteries securely. Dispose of used batteries immediately and safely. If you think the batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention

If the battery compartment does not close securely, stop using the remote control and keep it away from children.

Be alert, there are no obvious symptoms if a child has swallowed a button or coin battery. If your child appears unwell and there are no obvious symptoms, then check the to make sure there are no batteries missing from any items they have been around. If you suspect they have swallowed a coin/button cell, seek medical attention. Similarly, the vomit fresh bright red blood seek immediate help. Always remain vigilant with discharged or spare button/coin batteries in the home and in products that contain them.

## 13.0 SERVICING

**THERE ARE NO INTERNAL USER SERVICEABLE PARTS.**

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.

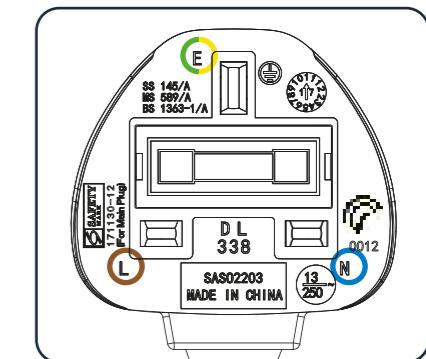
This appliance is supplied with a BS 1363 3-pin plug fitted with a 13 Amp fuse. Should the fuse require replacing, it must be replaced with a fuse rated at 13 Amp and approved to BS 1362. In the event of the mains plug being removed/ replaced for any reason.

**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.**

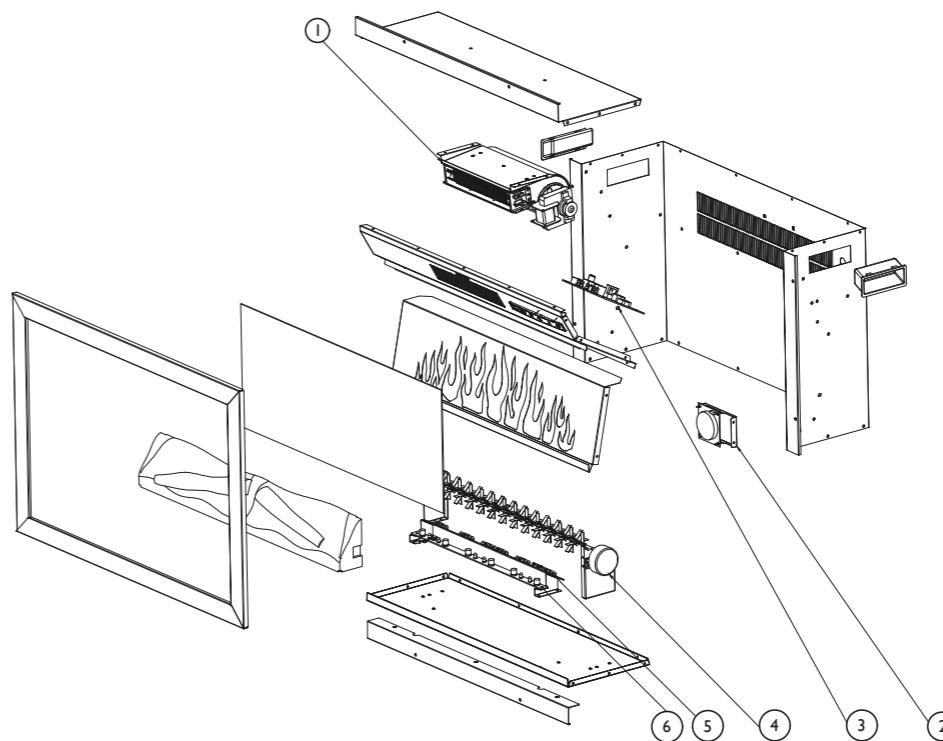
**NOTE: IF A MOULDED PLUG IS FITTED AND HAS TO BE REMOVED TAKE GREAT CARE IN DISPOSING OF THE PLUG AND SEVERED CABLE, IT MUST BE DESTROYED TO PREVENT ENGAGING INTO A SOCKET.**

Refer to Section 3.0, Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

## 14.0 TROUBLESHOOTING GUIDE

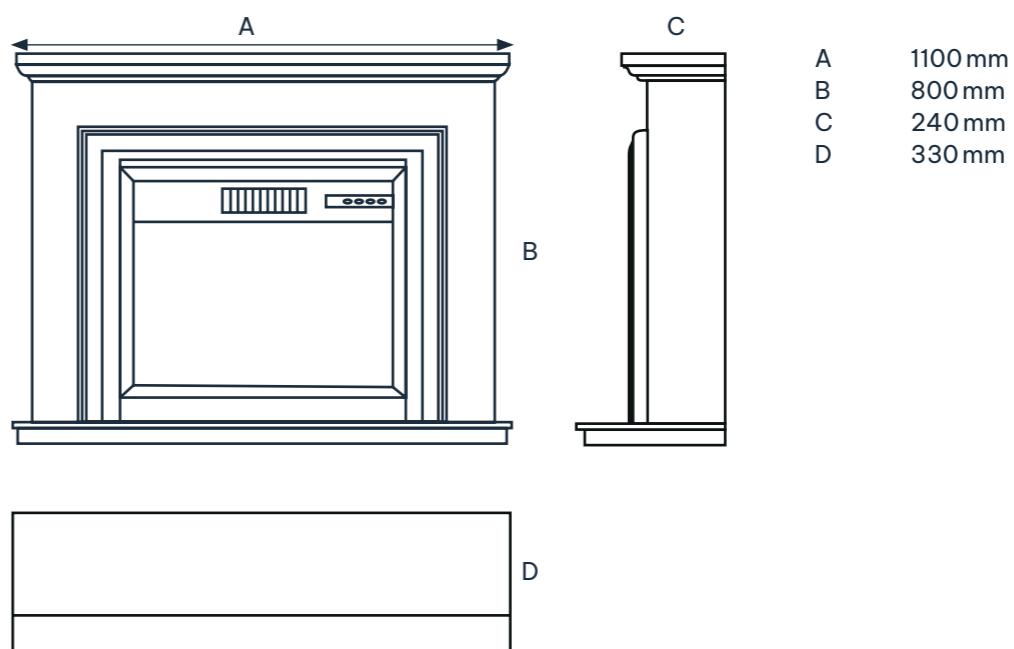
Problem	Solution
Fire is not switching on	Ensure mains switch is on Replace the fuse in the plug.
Is not emitting any heat	The fire is fitted with an energy saving thermostat. If the temperature in the room is higher than the temperature selected on the fire, then the thermostat will stop the heater from turning on. For example, if the room temperature is 22°C or above and the fire's 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.
Heater doesn't work, but Power and Heater switches /buttons are in the "ON" position	Turn all switches / buttons to the "OFF" position and unplug the unit from the wall outlet for 10 minutes. After 10 minutes plug the unit back into wall outlet, and operate as normally.
Fire sounds noisy	There is a level of noise when the flame effect is in use, caused by a motor that helps generate the effect. This noise will be heard when there is no other background noise. There is a higher level of noise associated with the heater motor; this is due to the air flow required when heat has been selected.
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.
Remote is not operating	Check or replace batteries.
Logs glow but -effect does not work	Check to see if the spinning motor is working. If not contact Focal Point Fires

## 15.0 AMERSHAM SPARE PARTS



1. F960594 Fan and heat element
2. F960595 Readout panel
3. F960596 PCB
4. F960597 Rotisserie motor
5. F960598 Flame-effect LEDs
6. F960599 Fuel bed effect LEDs

## 16.0 AMERSHAM DIMENSIONS



## 17.0 GUARANTEE / T&C'S

### **REGISTRATION IS NOT REQUIRED.**

Thank you for purchasing a Focal Point 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.

### **ELECTRIC FIRES**

Focal Point 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.

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 and/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, discolouration, 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.

## 17.0 GUARANTEE / T&C'S – CONTINUED

### **LIMITED WARRANTY TERMS FOR BUILT-IN ELECTRIC FIREPLACES**

**FIRES LISTED FOR THIS WARRANTY:** Amersham LED Suite

Focal Point 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 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. 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 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 discolouration.

### **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 will void this warranty in its entirety.

## 17.0 GUARANTEE / T&C'S – CONTINUED

### 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, Unit 10 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

### INSTALLER NOTES



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## INSTALLER NOTES



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## INSTALLER NOTES

# FOCALPOINT



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