

# FOCALPOINT

## INSTALLATION & USER INSTRUCTIONS

### ECCENTRA 550 WALL INSET ELECTRIC FIRE



## MODELS COVERED:

ECCENTRA 550



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

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

Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

1.0 IMPORTANT NOTES – CONTINUED

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 1363/1.8metres 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.

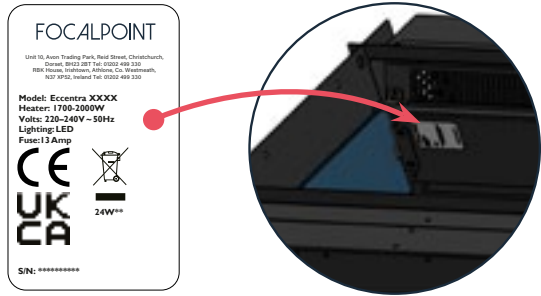


3.0 APPLIANCE DATA

Eccentra 550 Net weight: 37kg	Fuse Rating: 13 Amp
Dimensions: See Page 26	Heating Elements: 1700 – 2000W
Supply Voltage and Rating Power: 220–240V AC, 50Hz 1700 – 2000W	Lighting: LED
Location: Indoor Use Only	Supple Plug: BS1363; 1.8 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.

Eccentra 550					
Item	Symbol	Value	Unit	Item	Unit
Heat output			Types of heat input, for electric storage local space heaters only		
Nominal heat output	P <sub>nom</sub>	2.00	KW	Manual heat charge control with integrated thermostat	NO
Minimum heat output (Indicative)	P <sub>min</sub>	1.00	KW	Manual heat charge control with room and/or outdoor temperature feedback	NO
Maximum continuous heat output	P <sub>max, c</sub>	2.00	KW	Electronic heat charge control with room and/or outdoor temperature feedback	N/A
Auxiliary electricity consumption			Fan assisted heat output		N/A
At nominal heat output	e <sub>lmax</sub>	N/A	KW	Type of heat output/room temperature control	
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>	0.45	KW	Two or more manual stages no temperature control	NO
THE DATA LABEL, INCLUDING THE MODEL AND SERIAL NUMBER, CAN BE FOUND INSIDE THE FIRE UNDERNEATH THE HEAT ASSEMBLY HOUSING.				With mechanical thermostat room temperature control	NO
				With electronic room temperature control	NO
				Electronic room temperature control plus day timer	NO
				Electronic room temperature control plus week timer	YES
				Other control options	
				Room temperature control with presence detection	NO
				Room temperature control with open window detection	YES
				With distance control option	NO
				With adaptive start control	NO
				With working time limitation	NO
				With black bulb sensor	NO



# 4.0 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 control handset	1
L-shaped brackets	2
Box of logs	1
Blanking plates	2
Firebox screws	16
Fixing kit (see below)	–
Screws	4
Wall plugs	4

# 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:

- Mount on a ceiling or floor
- Run the supply cable under carpets
- Site any electrical equipment e.g. plasma screen TV sets etc, on the wall below the appliance.
- 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

- The minimum distance from the top of the appliance to a ceiling is 300mm
- The minimum distance from the bottom of the appliance to the floor is 100mm
- The minimum distance to the sides of the appliance is 100mm
- The minimum distance to the front of the appliance is 500mm

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 PREPARING THE APPLIANCE

## ATTACHING WALLS BRACKETS



Using a cross headed screw driver screw the two flush wall fixing brackets onto the sides of the appliance with the four firebox screws provided.

When the two brackets are installed they will finish flush with the front face of the firebox.

### ! 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.

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



# 9.0 INSTALLATION OVERVIEW

## 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.

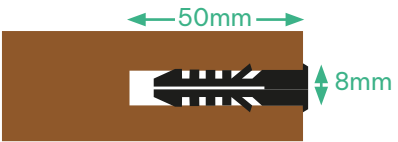
If the appliance is to be mounted on the inner leaf of a conventional cavity brick wall, or a solid wall, then the wall plugs and fixing screws provided may be used. Depending on the condition of the wall it may be necessary to use additional fixing. In this situation, any additional fixings and wall 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: BEFORE ENCLOSING THE APPLIANCE, TEST THE POWER IN SITUATION IN, ORDER TO ENSURE THE POWER TO THE APPLIANCE WORKING PROPERLY.**

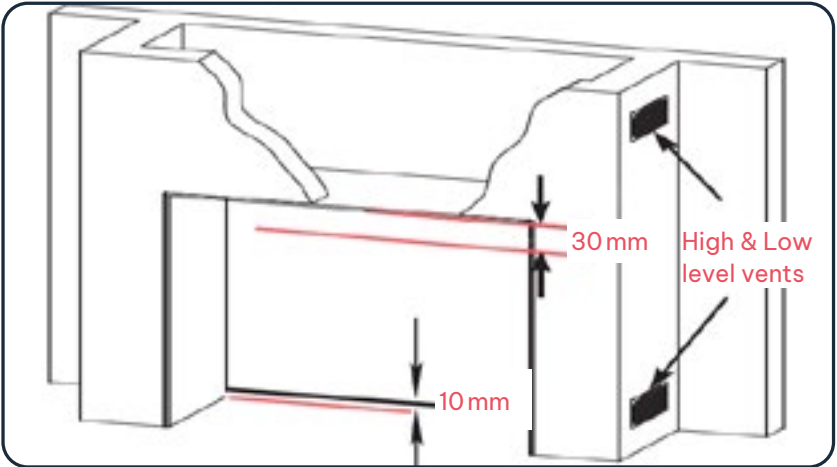


IF THE APPLIANCE IS FITTED INTO AN OPEN CHIMNEY, THE CHIMNEY **MUST** BE BLOCKED OFF TO REDUCE THE RISK OF DRAFT AND DAMP THROUGH THE FIRE, WHICH MAY CAUSE THE SAFETY CUT-OUT SYSTEM IN THE FAN HEATER TO OPERATE.

## IMPORTANT!

It is essential that a gap of at least 30mm is left above the appliance and a gap of 10mm is left behind the appliance, to ensure that the air intakes are not blocked off or restricted.

If this is not adhered to the appliance may overheat, activating the thermal trip, which will safely cutting the power to the heater, resulting in no heat.



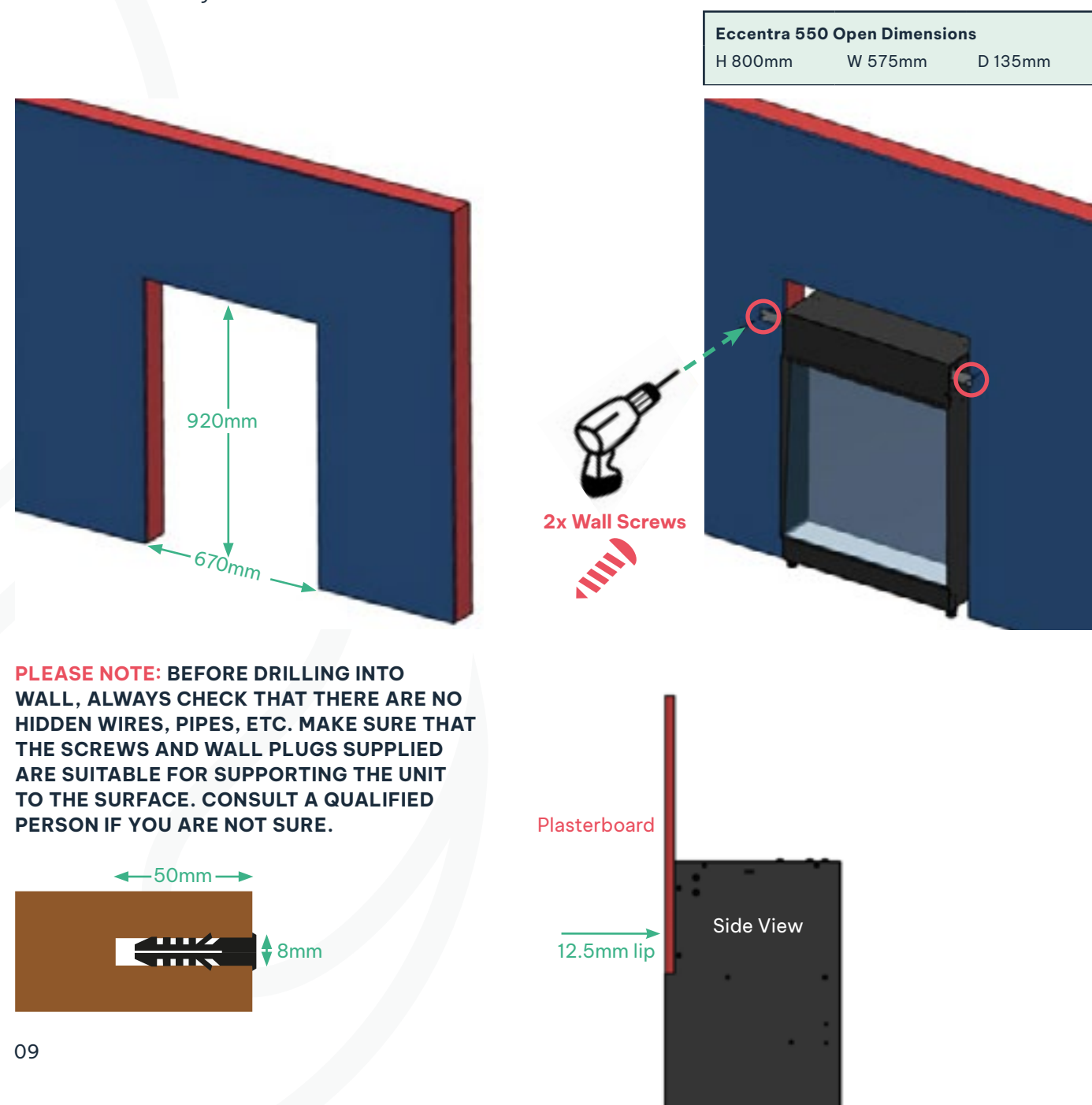
OPEN FLUE INSTALLATION

## 9.1 INSTALLATION – EXISTING OPENING

IF INSTALLED INTO AN EXISTING CHIMNEY BREAST, THE FLUE MUST BE BLOCKED OFF

1. Insert the appliance in to place then with a pencil, mark out on the wall the two hole positions.
2. Remove the appliance from its position. Then with an 8mm drill bit, if using the wall fixing supplied, drill two holes 50mm deep.
3. Insert the wall plugs into the wall. Then plug the appliance into the wall and check the power to the appliance.
4. Once the power to the appliance has been confirmed, insert the appliance back into the opening, lining the holes in the brackets with the holes in the wall.
5. Screw the wall screws through the wall brackets on the appliance and into the wall plugs into the wall and tighten, securing the appliance into place.

Once the appliance is in the correct position install the plaster board onto the wall. Ensure that the firebox is not drilled into when installing the plaster board. Then refer to section 10.0 on pages 13 on how to remove the front glass and install the fuel bed layout.



## 9.1 INSTALLATION - STUD WALL

## FALSE CHIMNEY BREAST CONSTRUCTION

THIS APPLIANCE SHOULD BE POSITIONED ON A FIRM LEVEL SURFACE AND IN A CLEAN 'DUST FREE' ENVIRONMENT.

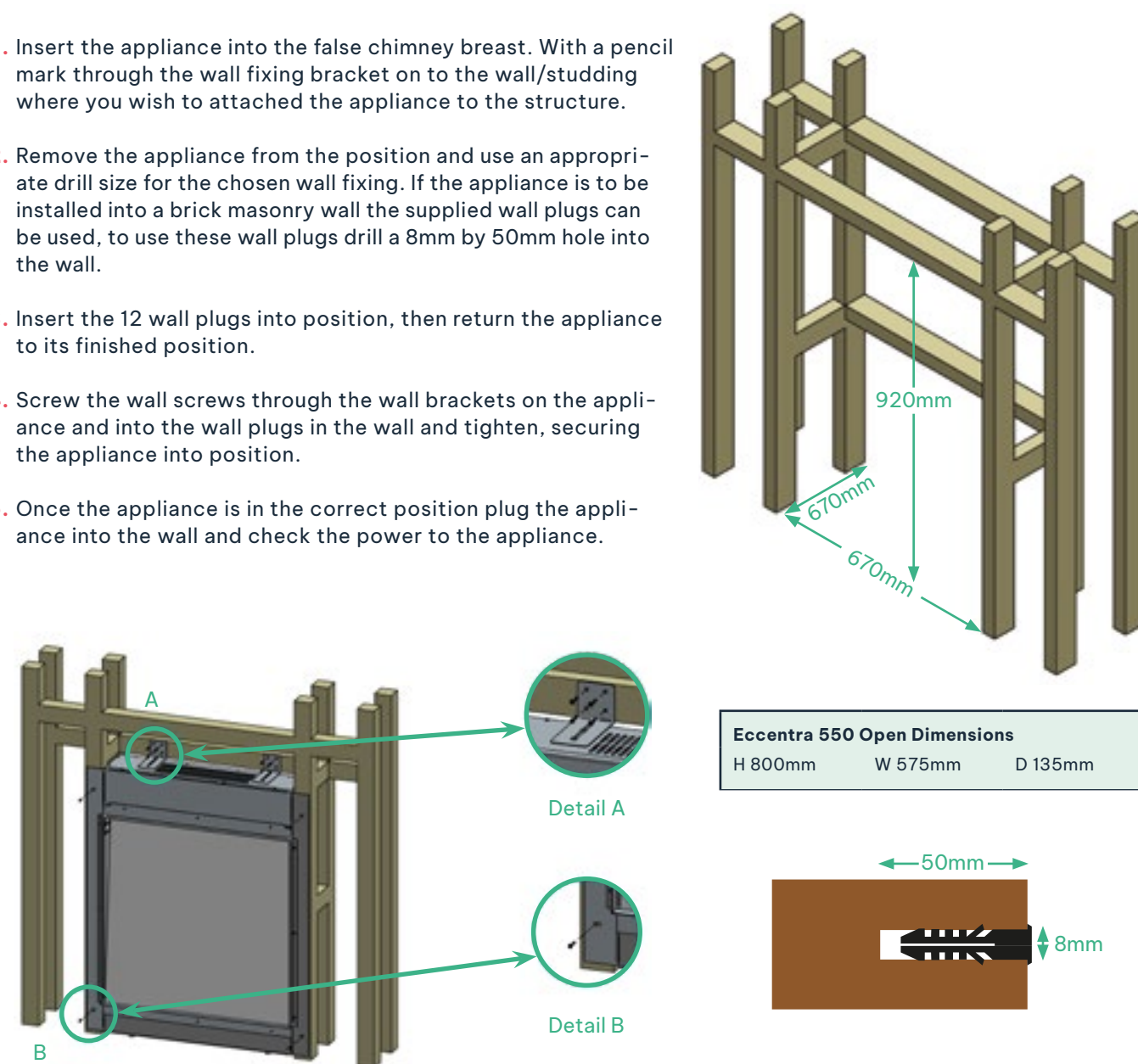
Once the frame work has been constructed and secured to the wall and the appliance is in its end position, ensure that there is power to the appliance before any cladding/plasterboard is installed.

For a stud wall installation, create a structure with an opening to the dimensions stated to the right. Ensure the structure is safely secured to the wall using the appropriate fixings method, please see relevant section 9.0 for further information.

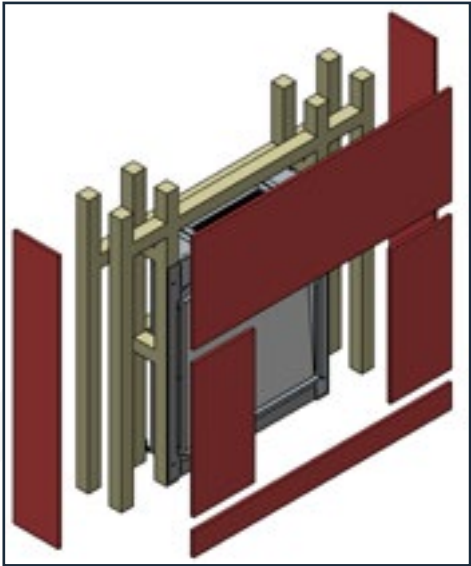
**PLEASE NOTE: BEFORE DRILLING INTO WALL, ALWAYS CHECK THAT THERE ARE NO HIDDEN WIRES, PIPES, ETC. MAKE SURE THAT THE SCREWS AND WALL PLUGS SUPPLIED ARE SUITABLE FOR SUPPORTING THE UNIT TO THE SURFACE. CONSULT A QUALIFIED PERSON IF YOU ARE NOT SURE.**

**WARNING! DO NOT KEEP THE APPLIANCE CONNECTED TO THE ELECTRICAL SUPPLY AT THIS TIME.**

1. Insert the appliance into the false chimney breast. With a pencil mark through the wall fixing bracket on to the wall/studding where you wish to attached the appliance to the structure.
2. Remove the appliance from the position and use an appropriate drill size for the chosen wall fixing. If the appliance is to be installed into a brick masonry wall the supplied wall plugs can be used, to use these wall plugs drill a 8mm by 50mm hole into the wall.
3. Insert the 12 wall plugs into position, then return the appliance to its finished position.
4. Screw the wall screws through the wall brackets on the appliance and into the wall plugs in the wall and tighten, securing the appliance into position.
5. Once the appliance is in the correct position plug the appliance into the wall and check the power to the appliance.



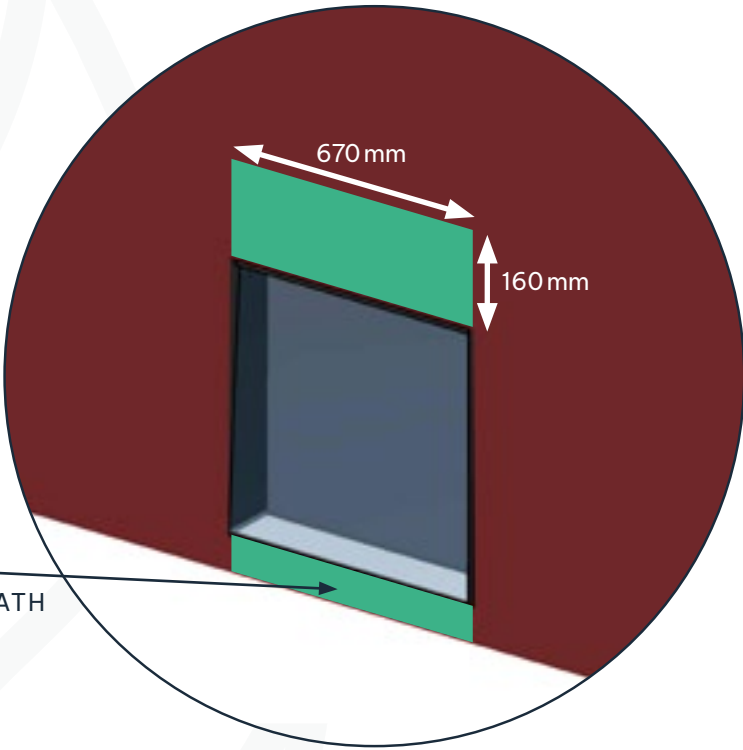
9.1 INSTALLATION – STUD WALL



Once the power to the appliance has been confirmed, insert the cladding onto the stud work. Ensure that the firebox is not drilled into when installing the cladding to the structure. Then refer to section 10.0, page 13, on how to remove the front glass and install the fuel bed layout.

DO NOT DRILL THROUGH HIGHLIGHTED SECTION

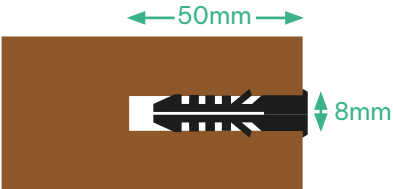
**IMPORTANT:** DO NOT DRILL THROUGH THE APPLIANCE WHEN INSTALLING THE CLADDING INTO POSITION! THE POWER CABLE IS LOCATED ON THE REAR RIGHT HAND SIDE OF THE APPLIANCE!



DO NOT DRILL  
DIRECTLY UNDERNEATH  
THE APPLIANCE

9.1 INSTALLATION – SURROUND

- 1. Insert the appliance in to place then with a pencil, mark out on the wall the four hole positions.
- 2. Remove the appliance from its position. Then, if using the wall fixings supplied, drill four 8mm x 50mm deep holes.

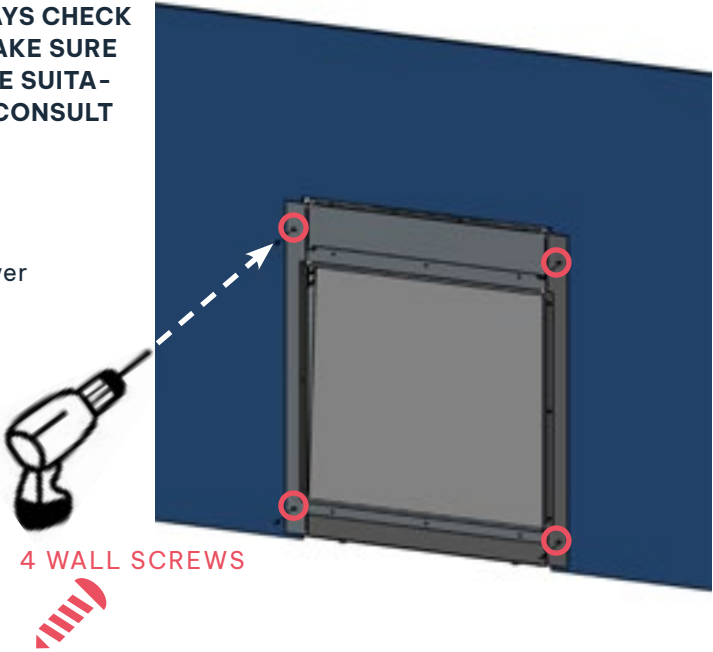


**PLEASE NOTE:** BEFORE DRILLING INTO WALL, ALWAYS CHECK THAT THERE ARE NO HIDDEN WIRES, PIPES, ETC. MAKE SURE THAT THE SCREWS AND WALL PLUGS SUPPLIED ARE SUITABLE FOR SUPPORTING THE UNIT TO THE SURFACE. CONSULT A QUALIFIED PERSON IF YOU ARE NOT SURE.

- 3. Insert the wall plugs into the wall.
- 4. Plug the appliance into the wall and check the power to the appliance.

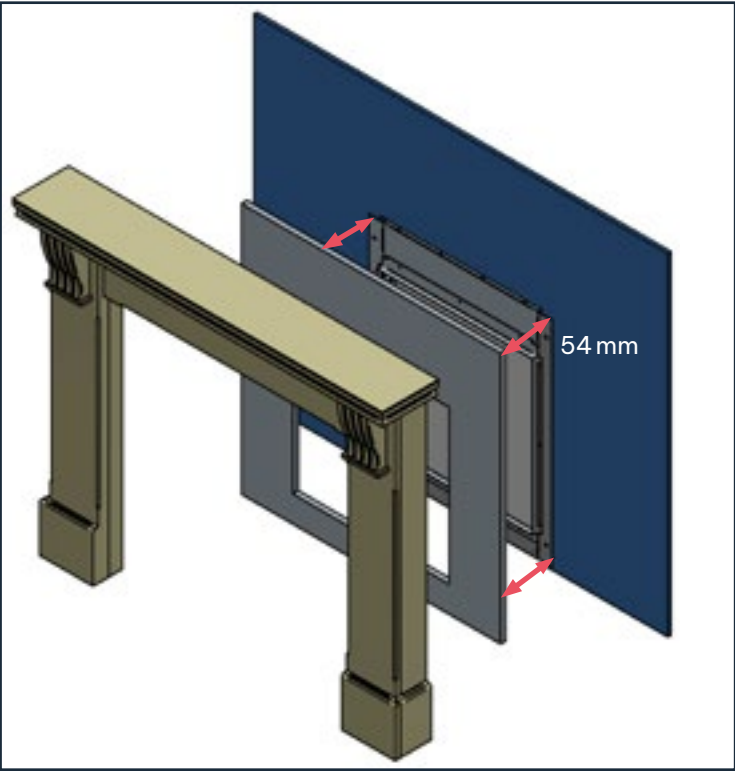
**NOTE:** THE DEPTH FROM THE WALL TO THE FRONT FACE OF THE APPLIANCE IS 54MM.

- 5. Insert the 20mm back panel into position in front of the appliance and secure safely to the wall. Then place the chosen surround in front.



THE SURROUND MUST BE SECURED CORRECTLY TO THE WALL!

- 6. Refer to section 10.0, page 13, on how to remove the front glass and install the fuel bed layout.



20MM SLIPS NOT INCLUDED  
SURROUND NOT INCLUDED



# 10.0 REMOVING THE FRONT GLASS

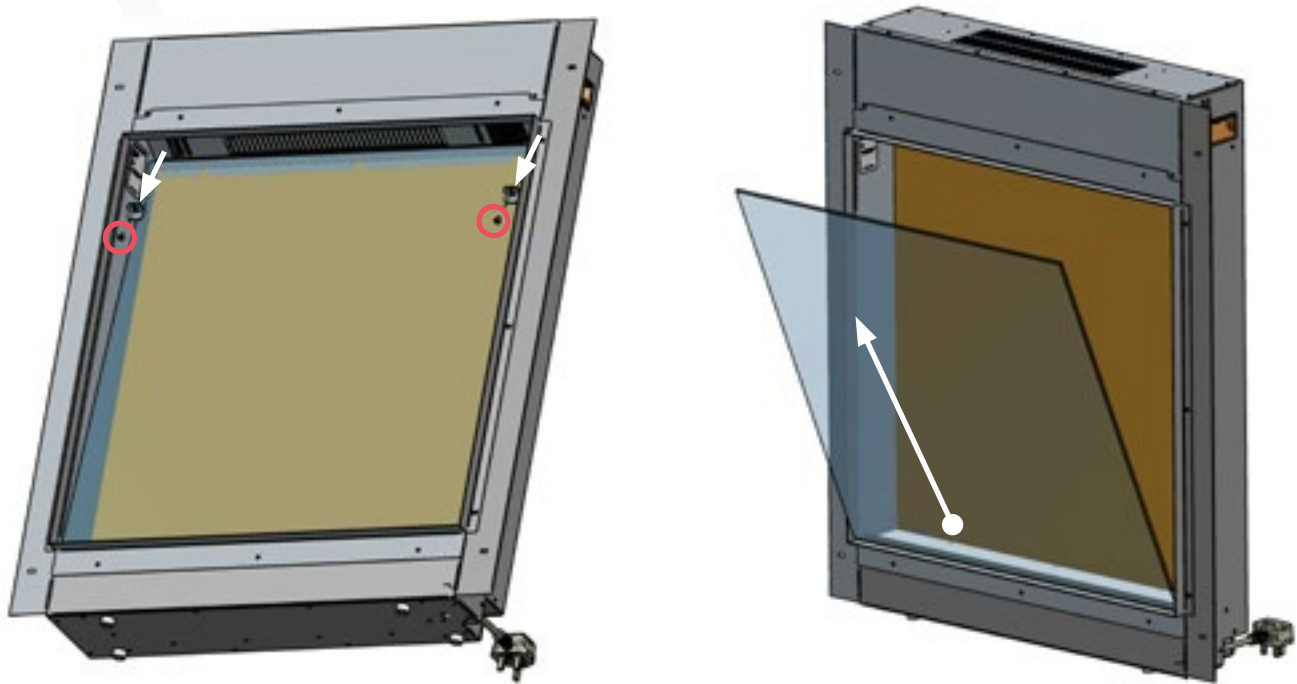
WE STRONGLY RECOMMEND THAT TWO PEOPLE REMOVE THE FRONT GLASS WHILE WEARING PROTECTIVE GLOVES.

- 1. To remove the front glass from the appliance use a cross-headed screw driver to remove the screws from both ends of the top bracket of the appliance, holding the glass in place.

ENSURE THE GLASS IS SUPPORTED AT ALL TIMES

- 2. Next, gently lever the top of the glass towards you, ensuring you have full support of the glass.
- 3. Lift the glass up and outward from the appliance and place the glass on a soft, flat surface.
- 4. Insert the fuel bed media to your desire.
- 5. To reinstall the glass see the instructions in reverse order.

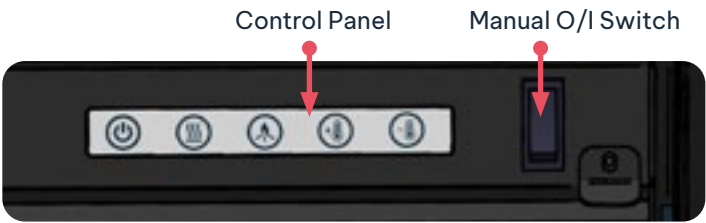
WE STRONGLY RECOMMEND THAT PROTECTIVE GLOVES ARE WORN WHEN HANDLING THE GLASS.



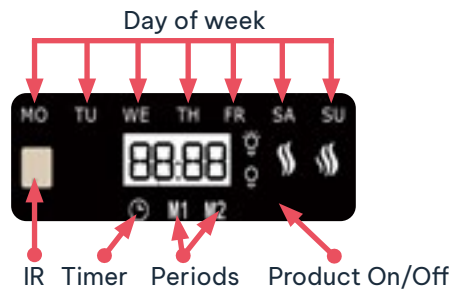
# 11.0 OPERATING THE APPLIANCE

The unit can be operated either by the control panel located on the front right hand side of the unit or by using the remote control supplied. For the unit to operate, the manual ON/OFF switch, located on the right hand side of the appliance must be switched to the "I" position.

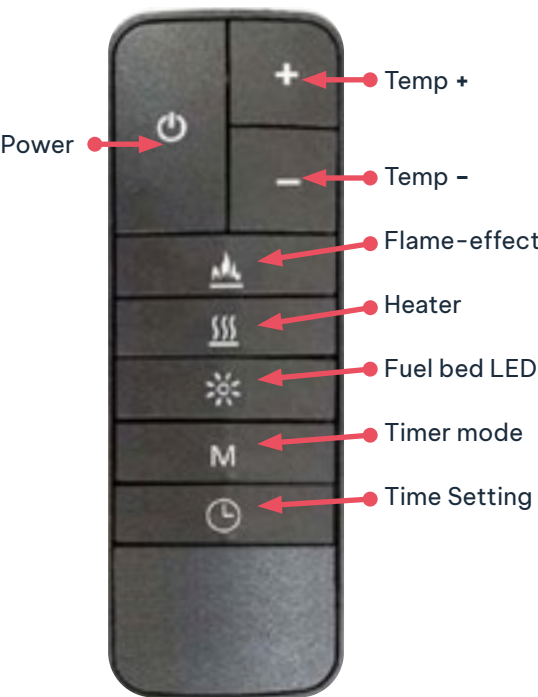
## CONTROL PANEL



## DIGITAL DISPLAY



## REMOTE CONTROL BUTTONS



**NOTE:** BEFORE ATTEMPTING ANY OPERATION WITH THE REMOTE, PRESS AND SLIDE THE BATTERY DOOR (ON THE BACK OF REMOTE) OPEN AND INSERT TWO AAA BATTERIES CHECKING THAT THE + AND - SIDES OF THE BATTERY MATCH INSIDE THE BATTERY COMPARTMENT, CLOSE THE BATTERY DOOR.




# 11.0 OPERATING THE APPLIANCE


**NOTE:** THE UNIT MAY EMIT A SLIGHT, HARMLESS ODOUR AND SMOKE WHEN FIRST USED. THIS ODOUR & SMOKE IS NORMAL AND IT IS CAUSED BY THE INTERNAL HEATING OF THE INTERNAL HEATER PARTS AND WILL NOT OCCUR AGAIN.

**NOTE:** THE FUNCTION BELOW CAN BE CONTROLLED EITHER BY KEY BOARD OR REMOTE CONTROL, BEFORE THE POWER BUTTON, ENSURE THE MANUAL ON/OFF SWITCH IS SWITCHED TO THE “I” POSITION.

## POWERING THE FIREPLACE



Press the  button to supply power to all functions of the fireplace and put the fireplace in a standby mode and the current room temperature will be shown on the display.



Press the  button again to turn off all functions.

**NOTE:** ALL PREVIOUS SETTING ARE HELD IN MEMORY, SO THE NEXT TIME YOU POWER UP THE FIREPLACE, THE UNIT WILL TURN ON WITH THE SAME SETTINGS.


## TEMPERATURE SETTING &

Adjust the temperature to the desired setting (15°– 30°C Range) using the  & .



**NOTE:** THE SET TEMPERATURE MUST BE ABOVE THE ROOM TEMPERATURE FOR THE HEATING FUNCTION TO OPERATE.

## HEATER OPERATION

Press the  button to select Full Heat (2000W) and H2 with the red flame symbol will be displayed.




Press the  button again to select Half Heat (1000W) and H1 with the orange flame symbol

**NOTE:** ON EITHER HEAT SETTING, THE HEAT FUNCTION WILL TURN OFF WHEN THE ROOM TEMPERATURE REACHES THE SET TEMPERATURE. THE HEAT FUNCTION WILL AUTOMATICALLY RESTART WHEN THE ROOM TEMPERATURE DROPS 3°C BELOW THE SET TEMPERATURE. PRESS THE HEATER BUTTON AGAIN TO TURN OFF THE HEATER FUNCTION.

**NOTE:** THE FAN WILL RUN FOR APPROXIMATELY 15 SECONDS AFTER THE HEATING FUNCTION IS TURNED OFF TO REMOVE ANY RESIDUAL HEAT FOR THE UNIT TO PROTECT THE CONTROL COMPONENTS FROM ANY POTENTIAL OVERHEATING.

## OPEN WINDOW DEVICE FUNCTION

This appliance has open window detection function, When the heater is on operation (H1 or H2). once the ambient temperature drops 5°C within 10 minutes, the digital display will continue show **ECO**. It means the window is open or there has been a dramatic drop in temperature in the room. Close any open windows or doors allowing cooler air into the room, push  on product or remote control to restart heater.




# 11.0 OPERATING THE APPLIANCE


## ADJUSTING THE FLAME COLOUR

By pressing the  button, you can select the different Flame Effect Colour options below.

1	100% Amber	5	100% Blue
2	80% Amber & 20% Red	6	50% Amber + 50% Blue
3	50% Amber + 50% Red	7	80% Amber + 20% Blue
4	100% Red	8	Flame OFF




**ON:** Push and hold the  button for three seconds to turn the Downlights ON and OFF.

## ADJUSTING THE FUEL BED COLOURS

By pressing the  button, you can select from different fuel bed color options below

1	Orange	5	Turquoise blue
2	Red	6	Green
3	Purple	7	White
4	Blue	8	OFF

## ADJUSTING FLAME EFFECT BRIGHTNESS

The setting of the Flame Effect Brightness can be adjusted by pressing the  button then  & .

H = MAXIMUM



C = INTERMEDIATE



L = MINIMUM



**NOTE:** THE BRIGHTNESS SETTING CAN BE ONLY SET BY REMOTE CONTROL.

# 11.0 OPERATING THE APPLIANCE – CONTINUED

## SETTING THE TIME & DAY (24 HOUR CLOCK) ⌚

- 1. Press the Power button to turn the unit on.
- 2. Press & hold the Time Setting button ⌚ for two seconds to display the time & day (no numbers are shown, as the time is not set).
- 3. Press the Time Setting button and the day setting will flash
- 4. Adjust the day setting using the (+) & (-) buttons.
- 5. Press the Time Setting button and the hour setting will flash. Adjust the hour setting using the (+) & (-) buttons.
- 6. Press the Time Setting button and the minute setting will flash. Adjust the minute setting using the (+) & (-) buttons.
- 7. Press the Time Setting button to set the time & exit the time/date set-up.



## SETTING THE WEEKLY TIMER ‘M’

The Timer allows for two ON/OFF periods (M1/M2) for each day of the week and the timer can be set using the following procedure:

- 1. Press the Power button to turn the unit on.
- 2. Press and hold the Timer Mode button M for two seconds to enter the timer set-tings. The settings for the first ON/OFF period (M1) for Monday will be shown with the first ON time and hour setting flashing.
- 3. Adjust the hour setting using the (+) & (-) buttons and press the Time Setting button to select the minute setting. With the minute setting flashing, adjust the minute setting using the (+) & (-) buttons.
- 4. Press the Time Setting button and the display will move to the first OFF time setting.
- 5. Repeat steps 2 & 3 to set the first OFF time.
- 6. Press the Time Setting button and the display will move to the 2nd ON/OFF period (M2) with the second ON time setting displayed.
- 7. Repeat steps 2 to 5 to set the second ON/OFF period.
- 8. Press the Time Setting button and the display will move to the 1st ON/OFF period (M1) for Tuesday with the first ON time setting displayed.
- 9. Repeat steps 2 to 8 for Tuesday’s settings and repeat this process for Wednesday to Sunday’s settings.
- 10. Having confirmed Sunday’s settings, exit the timer settings by not using the remote for 10 seconds and the unit will default into normal operating mode. To activate the timer settings, press the Timer Mode button until the timer symbol is displayed on the screen.



**NOTE: THE TIME & DAY MUST BE SET BEFORE THE TIMER MODE CAN BE ACTIVATED. THE UNIT CAN STILL BE OPERATED NORMALLY WHEN IN THE TIMER MODE USING THE HEATER FUNCTION.**

# 12.0 SAFETY CUTOUT SYSTEM

This product has one non-self-resetting overheat protection device (thermal cut-out) which will activate if the air inlets or outlets are obstructed. For safety reasons the fire will NOT switch on again automatically, the following procedure must be carried out before the fire can be operated.

**NOTE: THE VISUAL EFFECT WILL REMAIN OPERATIONAL IF THE CUT-OUT IS ACTIVATED, ONLY THE FAN HEATER IS PREVENTED FROM WORKING. SWITCH OFF THE APPLIANCE AT THE WALL SOCKET OR OUTLET. LEAVE THE FIRE OFF FOR A PERIOD OF NO LESS THAN 10 MINUTES, ENSURING ALL OBSTRUCTIONS ARE REMOVED. SWITCH THE APPLIANCE ON AT THE WALL. ENSURE THE APPLIANCE IS TURNED ON AT THE CONTROL SWITCHES. IF THE FIRE FAILS TO OPERATE CORRECTLY, REPEAT THE ABOVE PROCEDURE. IF AN ATTEMPT TO SWITCH ON THE APPLIANCE IS MADE BEFORE THE SAFETY CUT-OUT HAS RESET, THE APPLIANCE MAY CUT-OUT FOR A FURTHER PERIOD OF TIME. IF THE SEQUENCE HAS BEEN FOLLOWED CORRECTLY AND THE APPLIANCE STILL FAILS TO FUNCTION, CHECK THE FUSE IN THE WALL OUTLET. IF THIS IS NOT THE CAUSE, CALL AN ELECTRICIAN OR MAINTENANCE ENGINEER.**

# 13.0 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.

## REPLACING THE REMOTE CONTROL BATTERY:

- 1. Slide open the battery cover on the back of the remote control.
- 2. Install AAA batteries into the remote control.
- 3. Replace the battery cover.



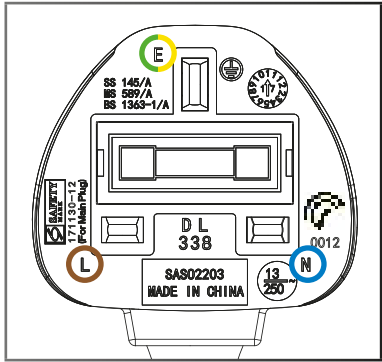
14.0 SERVICING

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.**

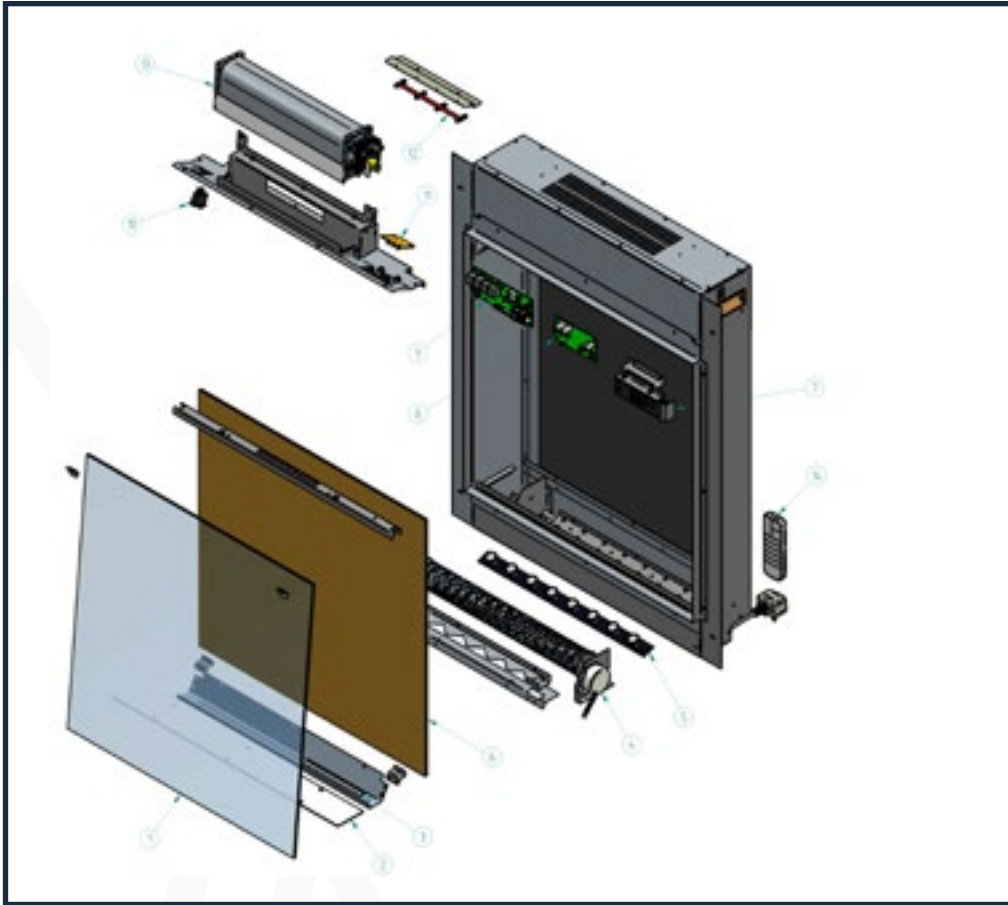
Refer to Section 3.0, Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

15.0 TROUBLESHOOTING GUIDE

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 fires heater is set at 22°C, then the heater will not be required until the room temperature drops below 22°C. If this is the case select a higher temperature setting than the room's temperature and the heater will begin to operate. The safety cut-out may have been operated. Switch the appliance off, leave for 10 minutes then switch back on.
shuts off after a period of time	Check that the temperature is not set onto the lower settings. If the room is warm enough the thermostat will stop the fire switching the heat on. Check that the air inlet/outlet is blocked off. Check that the window detection sensor has not activated.
remote control is not operating	Check or replace batteries.
Display panel shows E1	The thermostat sensor may be broken or disconnected If E1 is shown, please contact customer support
Display panel shows E2	The thermostat may be broken If E2 is shown, please contact customer support.
Display panel shows E3	Manual reset overheat protection has been triggered. Check the air inlets or outlets are not blocked or obstructed and unplug the fire for 30 minutes to allow it to cool down. Once cooled, plug the fire back in, if the display still shows E3, contact customer support.

16.0 ECCENTRA SPARE PARTS

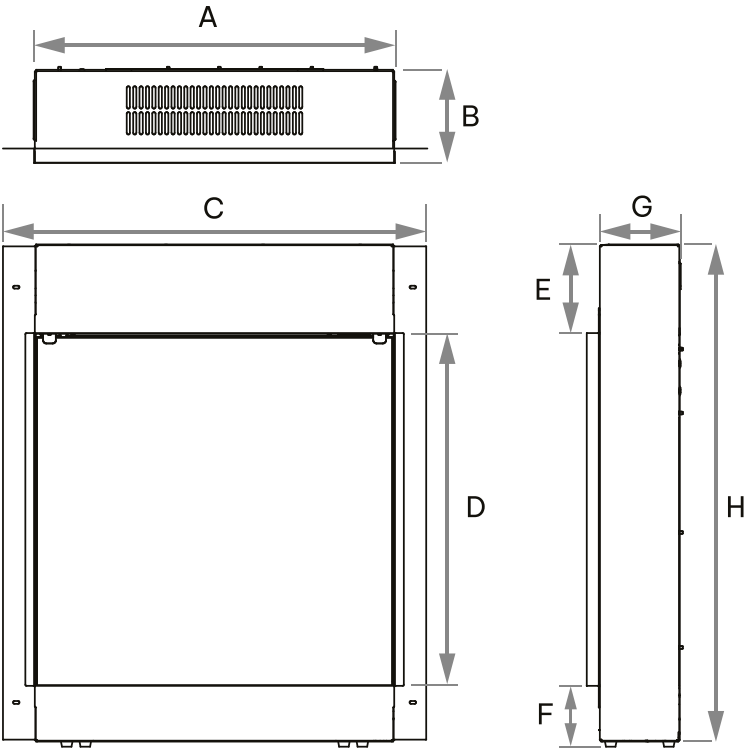
ECCENTRA 550



RECOMMENDED SPARES			
ITEM NUMBER	PART NUMBER	DESCRIPTION	QTY
1	F960490	FRONT GLASS PANEL	1
2	F960491	FUEL GAS	1
3	F960492	FUELLED LED	1
4	F960493	ROTisserie MOTOR	1
5	F960494	FLAME EFFECT LED	1
6	F960495	REAR GLASS PANEL	1
7	F960496	DISPLAY UNIT	1
8	F960497	PEB 1	1
9	F960498	PEB 2	1
10	F960499	ISOLATOR SWITCH	1
11	F960500	CONTROL PANEL	1
12	F960501	COOKLIGHTING LED	1
13	F960502	FAN & HEATER ASSY	1
14	F960503	REMOTE HANDSET	1

17.0 ECCENTRA 550 DIMENSIONS

- A.....567mm
- B..... 140mm
- C.....663mm
- D.....552mm
- E ..... 140mm
- F ..... 95mm
- G.....127mm
- H..... 777mm





# 18.0 GUARANTEE / T&C’S

## RREGISTRATION 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.

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, 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.

# 18.0 GUARANTEE / T&C’S – CONTINUED

## LIMITED WARRANTY TERMS FOR BUILT-IN ELECTRIC FIREPLACES

FIRES LISTED FOR THIS WARRANTY: Eccentra 550.

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 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 will void this warranty in its entirety.

# 18.0 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



Waste electrical appliances should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

As our policy is one of continuous improvement and development, we therefore, hope that you will understand we must retain the right to amend details and/or specifications without prior notice.

# INSTALLER NOTES

# FOCALPOINT



Focal Point Fires Limited, Unit 10 Avon Trading Park, Christchurch, Dorset BH23 2BT, United Kingdom  
RBK House, Irishtown, Athlone, Co. Westmeath, N37 XP52, Ireland

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