

onyx

# MIRAGE

VIRTUAL FLAME SYSTEM

## 40i



**Instructions for Use & Installation**

For use in UK & Republic of Ireland

## Contents

Important Information.....	5
Remote Control.....	6
Quick Start Guide.....	9
Troubleshooting.....	12
Maintenance.....	13
Installation.....	14
Information Requirement for Electric Local Space Heaters .....	22
Product Material Information.....	23



# Service that goes above and beyond

Congratulations on becoming a new owner of an Onyx stove or fire – welcome to the family.

When you own an Onyx product, you can expect the very best in British stove and fire design and engineering, bringing exceptional heating performance to your home along with character and individuality.

We take great care to ensure that our stoves are designed, tested and manufactured to the highest possible quality standards, and pride ourselves on offering the same exemplary after-sales service that goes above and beyond, assuring you years of enjoyment from your Onyx purchase.



## WARNINGS

### ● IMPORTANT

Parts of the outer casing of this appliance are considered by the manufacturer to be a working surface which becomes hot when the heater is switched on. It is therefore recommended that a fireguard complying with BS 8423 (latest edition) is used in the presence of young children, the elderly or infirm.

**DO NOT** operate the appliance if it is damaged or has malfunctioned. If you suspect the appliance is damaged or has malfunctioned call a qualified service engineer to inspect the appliance, and replace any part of the electrical system if necessary, before reuse.

### ● IMPORTANT

For use with 230V 50Hz electricity supply ONLY. Please read these instructions carefully before installation and keep them in a safe place. They will be needed when maintenance or servicing is required. This appliance must be earthed. This product is only suitable for well insulated spaces and occasional use.

### ● IMPORTANT

The heater outlet grille becomes very hot whilst in operation. Do not cover the outlet grille or any part of the appliance.

### ● WARNING!

**DO NOT** use this appliance if any part has been exposed to water.

### ● WARNING!

Keep ALL combustible materials at least 1m from the front of the electric fireplace.

# Important Information

Onyx is a trading name of Stovax & Gazco Heating Group Limited. Any reference to Onyx in this document means Stovax & Gazco Heating Group Limited and its subsidiaries.

**Read all of the instructions carefully before using the appliance.**

**Remove all packaging and dispose of at an appropriate recycling facility.**

Do not locate this appliance immediately below a fixed socket outlet.

Parts of the outer casing of this appliance are considered by the manufacturer to be a working surface which becomes hot when the heater is switched on. You must use a suitable fire guard to protect children, the elderly and the infirm.

Do not use this appliance in the immediate surroundings of a bath, shower, swimming pool or any other area where the appliance could come into contact with water or humidity, e.g. a bathroom.



## **WARNING! DO NOT COVER**

Do not allow the appliance to be covered or let the air inlet/outlet become obstructed as the appliance may overheat. Please note the warning symbol on the appliance (see above).

**For indoor use only.** This appliance is not suitable for use outside the house.

This appliance must be installed in a purpose built studwork enclosure or a builder's opening (16"). Ensure the appliance is level and that furniture, curtains etc. are positioned no closer than 1m.

Where the electricity supply cable has to pass through a fire place, stone surround etc. ensure suitable rubber bushes are fitted at possible wear points.

If installed in an open fireplace, blank off the chimney to reduce the risk of a back draught which can cause the safety cut-out to operate.

Keep the power cord away from hot surfaces and hot conditions. Do not route the power lead in front of the appliance.

When the fire has been installed the position of the plug must be accessible.

If the electricity supply cable is damaged do not use the appliance until it has been replaced with an approved cable. For safety reasons the replacement has to be carried out by a Gazco service agent or a similarly competent electrician.

**CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

Do not operate the appliance if it is damaged.

Repairs of electrical appliances must only be performed by a suitably qualified electrical engineer. Should the appliance fail to operate, or in case of any damage, please contact the retailer from whom the appliance was purchased.

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

Children of less than 3 years should be kept away unless continuously supervised.

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

## **However Onyx recommend:**

**This appliance is not intended to be used by persons under the age of 12, persons with reduced physical, sensory or mental capabilities or persons with lack of experience and knowledge in the safe operation of the appliance.**

The appliance may be operated by persons above the age of 12 provided they have been instructed in the safe use of the appliance and that they understand the hazards involved. Persons above the age of 12 may also operate the appliance under the supervision of a responsible adult.

Parts of this appliance become hot whilst in operation and under no circumstances should persons under the age of 12 be left alone with the product when it is in operation unless a suitable fireguard is used to protect them against the possibility of coming into direct contact with the appliance.

Children shall not play with the appliance.

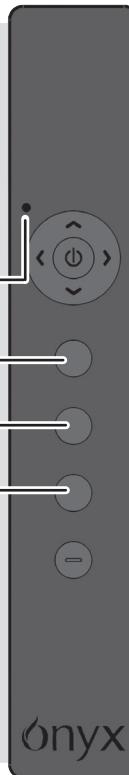
Cleaning and user maintenance shall not be made by children without supervision.

## Remote Control

- Green LED indicates button press and confirms command transmission.

- Red LED on button press indicates low battery - replace.

Presets



**Long Press: Power ON/OFF  
Short Press: Menu/Select**

**Up/Down**

**Left/Right**

**Do not disconnect the power at the mains supply whilst the appliance is running.** Use the functions on the remote to turn the fire off and ensure the mains switch has been moved to the off position before disconnecting.

The remote provides temperature information to the fire for thermostatic control, so should be left on a flat surface in the room where the appliance is installed and away from any direct flow of hot air.

### TURN ON/OFF



- Hold power button to turn ON/OFF.
- The fuel bed lights will scroll for approximately 20 seconds while the fire starts up

### MENU



- To access Menu adjustments, short press
- Press any Preset or Moodlight button to exit Menu

Note: Menu returns to normal operation after 5 seconds.

### ≡ MENU/EFFECTS

Press or to enter the Effects screen.

Use Up/Down to scroll through Effect Options.

**Effects:**

1. LOG EFFECT

2. OPTIONAL MOODLIGHT EFFECT

3. BED EFFECT

Press to create custom Effect when desired icon is on screen. Browse adjustments with the selection buttons .

Power button or toggles between states.

**ENABLE**

Enable option:

- Green icon indicates enabled
- Red icon indicates disabled.

Press to select the option. Scroll Up/Down to adjust and press again to confirm.

- ON/OFF

- COLOUR

- SPEED

- BRIGHTNESS

To go back press button OR press user preset option to exit menu.



Selected option Icons will appear on screen.

## MENU/SETTINGS

Press Down  to access Settings, press  or  to enter.  
Use Up/Down   to scroll Setting Options:

### 1. OPEN WINDOW

When the transmitter detects a rapid drop in room temperature, it will be judged as an open window: the warning icon will be displayed and the heating will be turned off automatically.

After manual intervention (by operating remote control), it will return to the normal working state.

This setting is factory preset to 'on'. To deactivate, press  to enter.

Press power button  again to toggle switch.

Press  to go back or a preset button to exit.

### 2. RESET

Press  to enter Reset setting.

Use Up/Down buttons   to scroll Reset Options:

#### • PRESETS

Resets User Presets from remote, retains saved data /preferences.

#### • FACTORY RESET

Restores appliance to factory settings, erases customised settings.

#### • Wi-Fi

Removes current Wi-Fi connection, resets to default.

**Press  to confirm Reset option, press again to select.**

To go back press  or a preset button to exit.



Selected option Icons will appear on screen.

### 3. INFO

The info option displays the firmware versions of the hardware and remote.

Press  to select.

### 4. AUTO SHUTDOWN

This option turns off the heater after 3 hours of inactivity to prevent overheating, reduce fire risks or hazards, and promote energy efficiency.

**Enable/disable options for 2 to 5:**

**Enable option:**

- Green icon , indicates enabled
- Red icon , indicates disabled.

**Power button  toggles between states.**

To go back press  or press a preset button to exit menu.

### 5. Wi-Fi

Wi-Fi enables remote control via smartphone or tablet.  
See page 9 for details.

## 6. REMOTE TEMP SENSE

The appliance has 2 temperature sensors to regulate heating and maintain a consistent room temperature: one in the remote control and one in the appliance.

By default, the remote control sensor is used for accurate readings. If no temperature is detected for an extended period, the appliance uses its built-in sensor. This can occur when the remote control batteries run out.

## PRESETS

### USER PRESETS



- Press and hold a black button to save the setting to Presets. The screen will display SAVE to confirm.
- Short press to switch to preset settings.

### FACTORY PRESETS



- Press and hold  or  to access Factory Preset Modes.
- Press  to cycle through presets in each Mode.
- To return to previous Mode, press and hold  button.

There are 5 available factory default Modes.

1. WOOD HIGH BURN
2. WOOD MEDIUM (DEFAULT WHEN POWERED ON)
3. WOOD LOW
4. EMBERS
5. COLOURFUL FLAME

Each Preset can be customised through settings in the Menu (See Menu/Effects section).

## HEATER



Fit the ashpan cover to the front of the appliance during heater operation to ensure optimum air flow.

## LONG PRESS



- Press and hold  $\nwarrow$  or  $\swarrow$  to switch between:

**1. THERMOSTATIC MODE**

Thermostatic Mode maintains a set temperature by cycling the heater on and off, providing steady heat while saving energy.

**2. BOOST**

Boost function provides intense heat for 1 hour, then returns to the previous state.

**3. TIMER**

This setting will turn ON/OFF based on the schedule defined in the App.

**4. FAN**

Fan circulates air for 1 hour, then returns to its previous state.

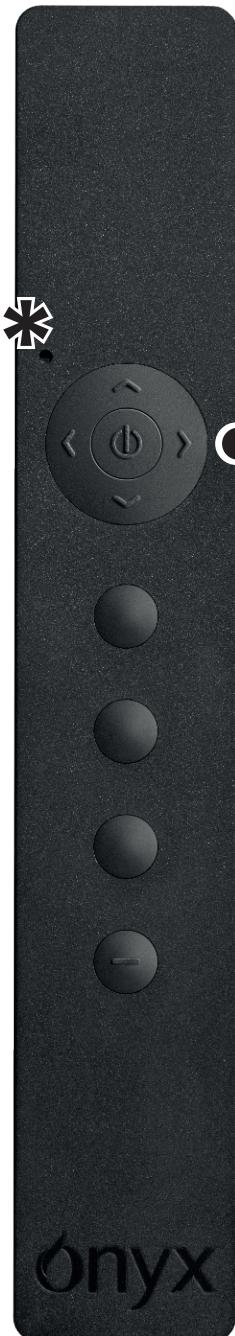
**5. OFF icon to be provided**

Select OFF to deactivate all heating modes.

## SHORT PRESS



- Press  $\nwarrow$  or  $\swarrow$  to display the current mode and temperature.
- Press  $\nwarrow$  to activate the Thermostatic mode, increasing temperature by 1°C.
- Press  $\swarrow$  to activate the Thermostatic mode, decreasing temperature by 1°C.



## POWER ON/OFF

(LONG PRESS)



## FLAME PRESETS

(SHORT PRESS LEFT & RIGHT TO SCROLL)



When a button is pressed, the LED will light green to confirm the command has been transmitted.

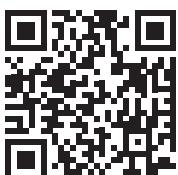
When the battery is low, the LED will light red when a button is pressed, indicating it needs to be replaced.

## APP & VIDEO GUIDES

Access all the advanced features of the Mirage 40i, including daily and weekly scheduling, via the MyFlame app, available from Google Play or the App Store. The app makes it easy to fine-tune settings, manage timers, and customise your fireplace to suit your routine.



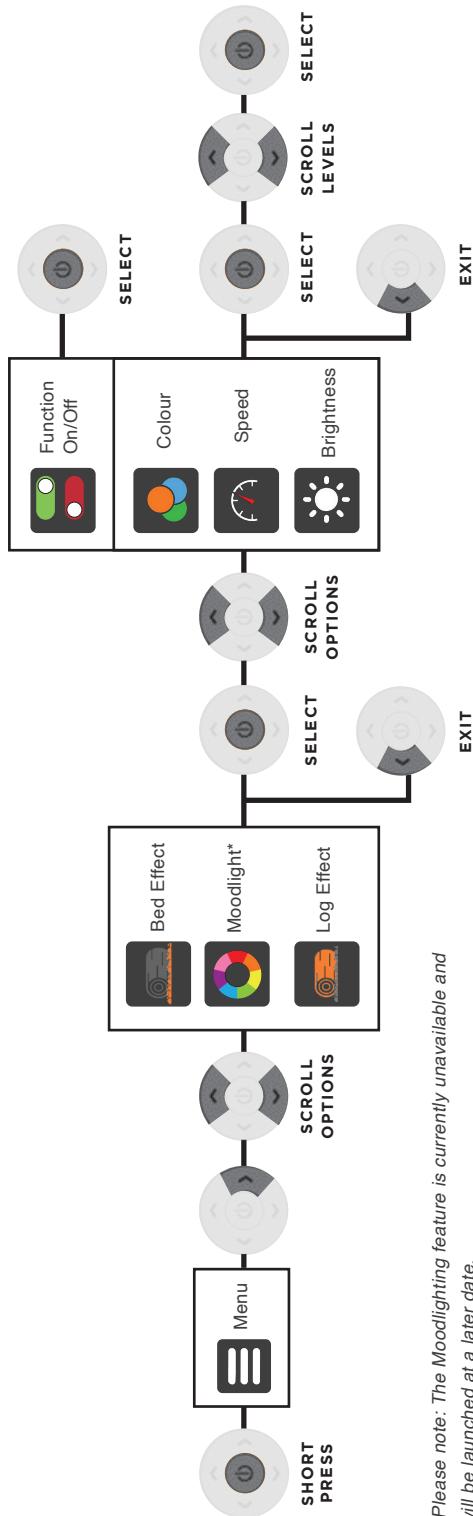
In addition, two handy video guides are available online, providing clear, step-by-step instructions on using both the app and the remote control, helping you get the most out of every feature with confidence.



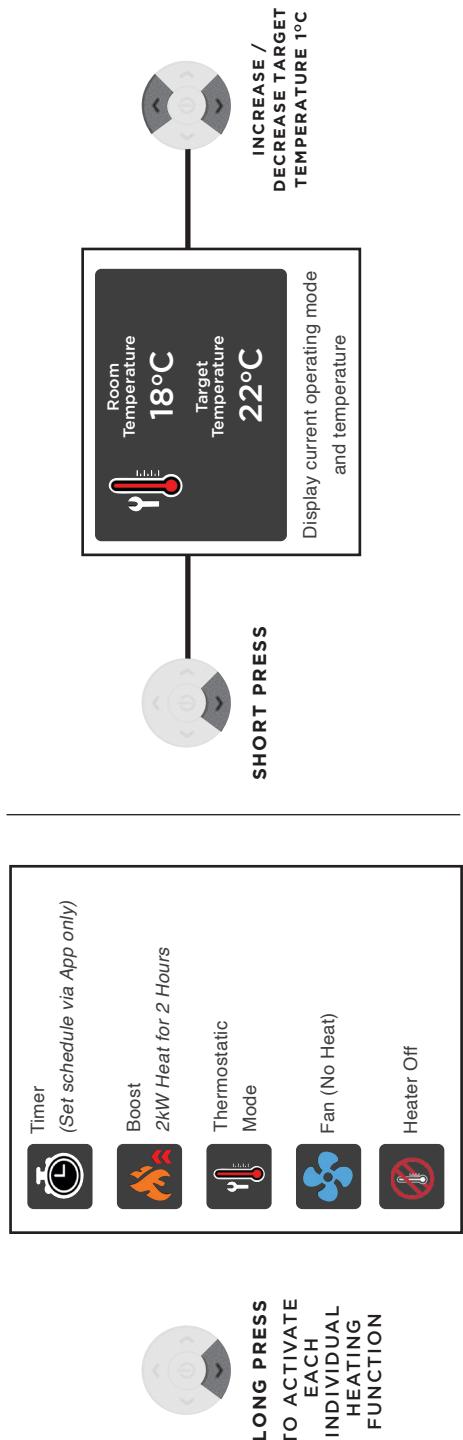
[onyxfires.com/howto](http://onyxfires.com/howto)

# Quick Start Guide

## EFFECTS

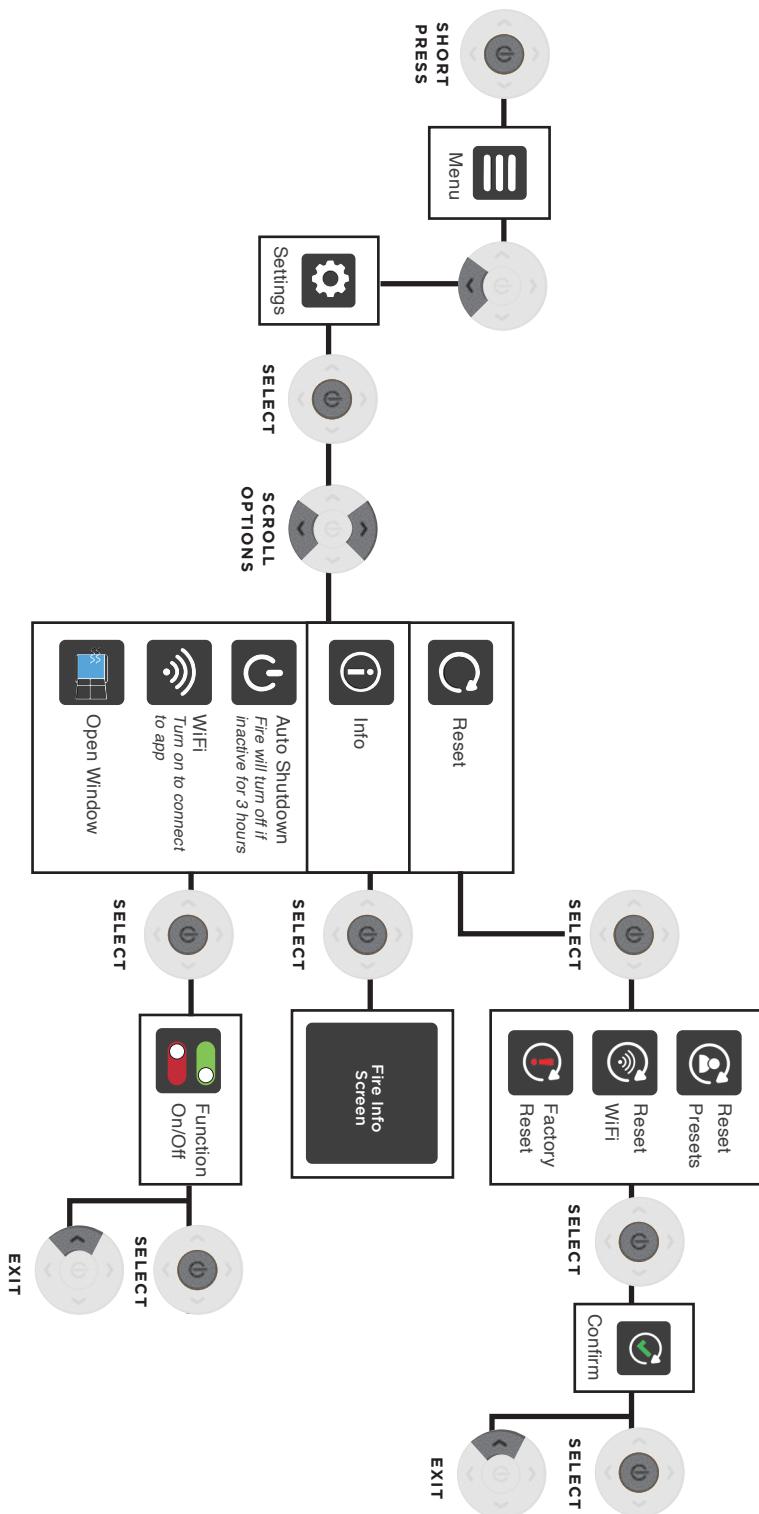


## HEATER



# Quick Start Guide

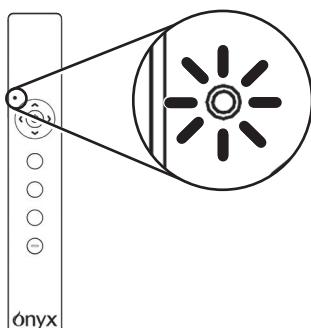
## SETTINGS



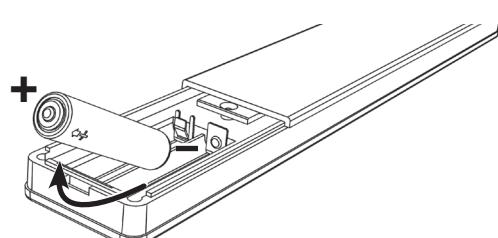
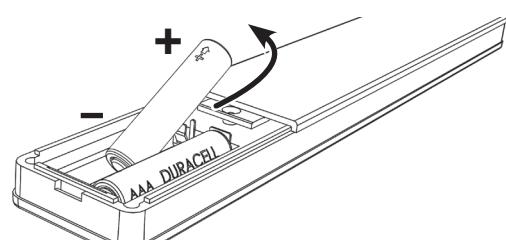
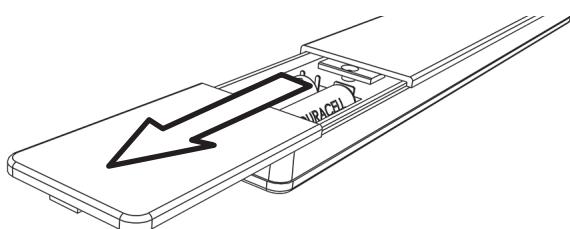
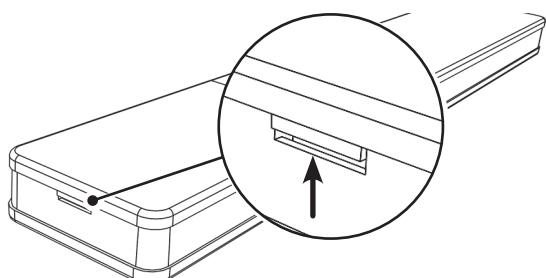
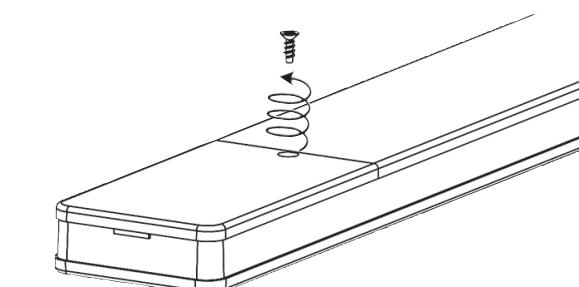
# Troubleshooting



Red LED on button press indicates low battery  
- replace.



Exhausted batteries are to be removed and safely disposed of.



Ensure that the handset batteries are new, inserted correctly and the cover retaining screw is in place.

Dispose of old batteries at an appropriate recycling facility.

Battery replacement is recommended after 1 year. The Remote requires two 1.5V alkaline AAA batteries.

Ensure the correct polarity.  
Do not short circuit the terminals.

Do not attempt to recharge non-rechargeable batteries.

Remove rechargeable batteries before charging.

Do not mix old and new batteries.

Remove batteries if the appliance is not used for long periods.

Changing the batteries will not affect the Timer Mode settings.

## PAIRING THE APPLIANCE WITH MYFLAME APP

To connect the appliance to the app:

1. Download MyFlame app.
2. Use the remote to access Menu > Settings.
3. Select Wi-Fi.  
Note: Default is OFF. Turning it ON starts pairing and disables the remote for 1 minute.
4. Follow instructions in the MyFlame app.



## THERMAL CUTOUT SWITCH

The appliance is fitted with an Electronic Safety Control (E.S.). This is a safety device which switches off the fire if the appliance overheats for any reason, e.g. when covered.

The heater will activate a 15-minute 'cool down' period, disabling the heater but keeping the fan running to expel excess heat.

If the heater cuts out 5 times consecutively, the heater will require powering off from the mains switch, leaving it off for 1 minute and turning back on to clear the fault.

If the heater cuts out 10 times, an engineers icon will appear on the screen, and the heater will not restart.

Contact the Onyx service and support engineer team.



# Maintenance

**ENSURE THE APPLIANCE IS TURNED OFF BEFORE CLEANING.**

## CLEANING

Wipe the acrylic viewing panel with a damp cloth and buff with a lint free duster.

**Caution: Do not use abrasive cleaners on the acrylic panel. Do not spray liquids directly onto any surface of the unit.**

## CLEANING THE FUEL EFFECT

Remove and wash the fuel effect to remove any dust particles.

Vacuum the fuel bed and front grate.

Alternatively clean with a lint free duster.

**Ensure that the effect is dry before replacing.**

**Replace the fuel effect.**

See Installation Instructions for layout.

# Installation

## GENERAL

### UNPACKING THE FIREPLACE

**WARNING! DO NOT use this appliance if any part has been exposed to water.**

Immediately call a qualified service technician to inspect and to replace any part of the electrical system if necessary.

Open the packaging carefully and remove the packing material.

Remove and discard the plastic bag.

Keep plastic wrapping away from children.

Be responsible when handling the packing materials.

Check all parts and accessories are removed before disposing of any packaging.

If necessary keep the original packaging for future transport and/or storage.

Test the appliance before installation.

## FITTING THE APPLIANCE

### LOCATING THE MIRAGE

**The Mirage has been specifically designed to fit into a standard 16" x 22" builder's fireplace opening.**

Your new Mirage may be installed virtually anywhere in your home. However, when choosing a location ensure that the general instructions are followed.

For best results, install out of direct sunlight.

The heater should ideally be fitted into/onto an internal flat wall constructed from either studwork or plasterboard block/brick. The fixings provided are for use on brick walls ONLY. Please ensure that suitable fixings are used when securing to any hollow or purpose built cavity. This may also be installed into a masonry fireplace as long as it meets the requirements as per below.

NOTE: This appliance is not suitable for fitting to a Cavity Wall, backing on to an outside wall, an open chimney or any opening that may be subject to damp and draft, unless adequate precautions are taken to avoid the appliance coming into contact with moisture or excessive drafts.

Into Framed construction: For exterior/outside walls, insulate the enclosure to the same degree as the rest of the house; apply vapor barrier and drywall, as per local building control requirements. Do not insulate the appliance itself.

Into masonry chimneys: The flue must be fully blocked if safe to do so for installation of the unit. Ensure the fireplace and chimney are clean and in good working order, and that all chimney clean-outs are tight-fitting and not permitting air into the chimney.

Install a sealed vent cap and metal flashing at the top of the masonry chimney to prevent water leaks and air movement within the cavity. Do not insulate the appliance itself.

Make sure there are no pipes or cables behind the area to be drilled or cut.

Always ensure the appliance is adequately supported and sits on a firm structure when mounting above floor level.

The appliance should ideally be located close to a suitable mains socket to enable connection. An extension could be run from an existing socket outlet but this must be carried out by a suitably qualified electrical engineer. The electrical socket must be easily accessible to allow disconnection when the appliance is fitted.

If the power cord is damaged, it must be repaired by the manufacturer, its authorised service centre or professional person.

Ensure that curtains and furniture are not positioned close to the chosen position, as this would create a potential fire hazard or block the heater outlet ducts.

**WARNING! Keep ALL combustible materials at least 1m from the front of the electric fireplace.**

## SERVICING REQUIREMENTS

**THIS APPLIANCE MUST ONLY BE SERVICED BY A SUITABLY QUALIFIED PERSON.**

**BEFORE UNDERTAKING ANY WORK ON THE APPLIANCE: SWITCH OFF THE APPLIANCE AND ISOLATE THE POWER SUPPLY ENSURING THERE IS NO POWER TO THE APPLIANCE.**

Wait for at least 10 minutes until the appliance has cooled down.

### Remote Handset Battery Replacement

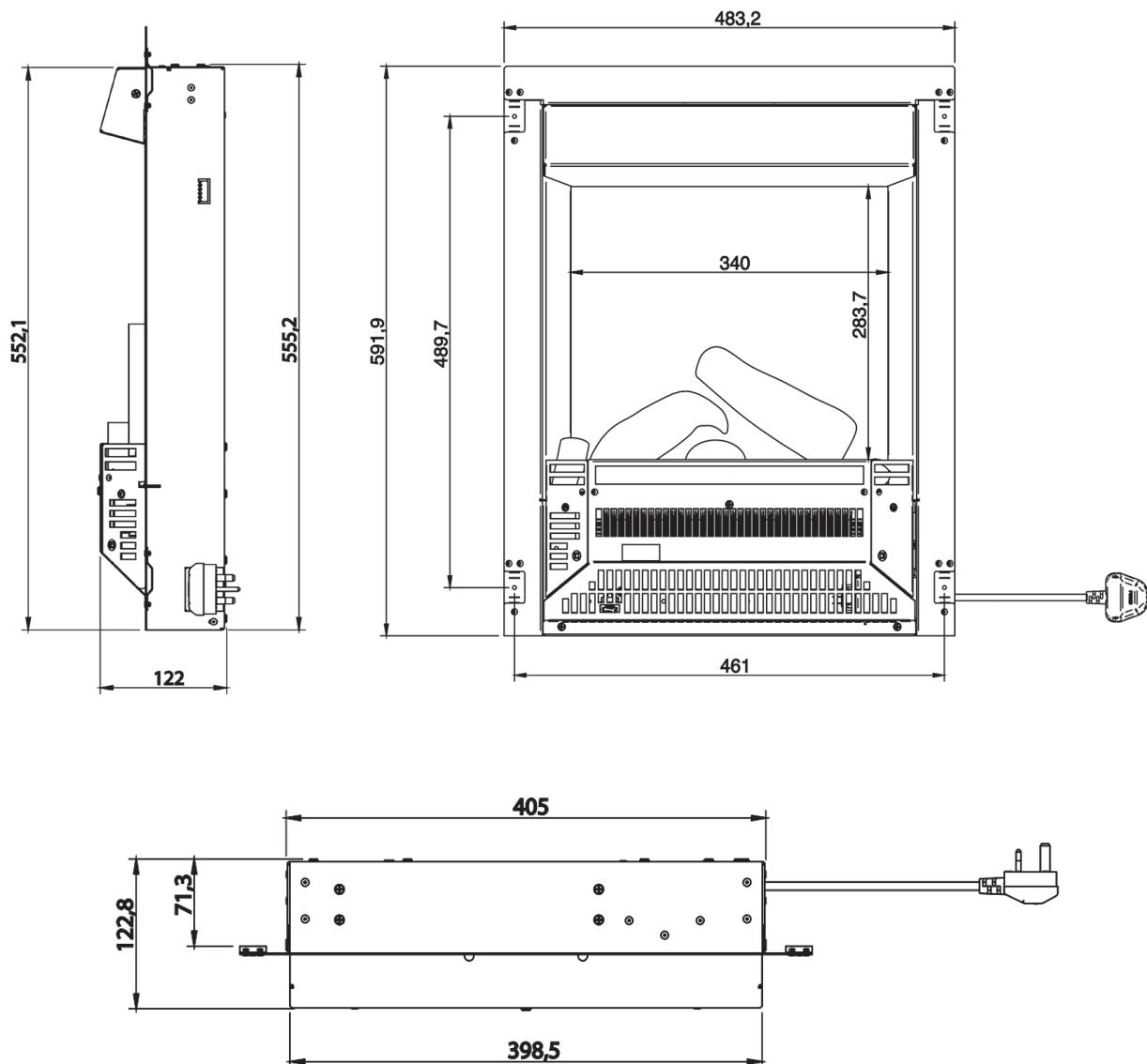
Replace with 2 AAA batteries. Make sure the batteries are installed correctly in the remote control.



**NOTE:** Red LED on button press indicates low battery - replace.

**Replace the batteries to restore the operation of the remote control.**

# Dimensions



## CONTROL SYSTEM TECHNICAL DATA

MIRAGE 40i	MAIN CONTROL BOARD	REMOTE RECEIVER BOARD	REMOTE CONTROL
	EL1046	EL1141	EL1068
Software	1r126	2r6	12r0
Frequency	2.4GHz	-	2.4GHz
Maximum Transmit Power	20dBm	-	20dBm



- A 230 - 240 Vac, 50Hz supply is required.
- Maximum power consumption:
- 1900 - 2100 Watts
- 2 x Remote control handset battery (AAA)

# Packing Checklist



x1



x1



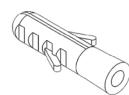
x2 (AAA)



Small Logs x 3



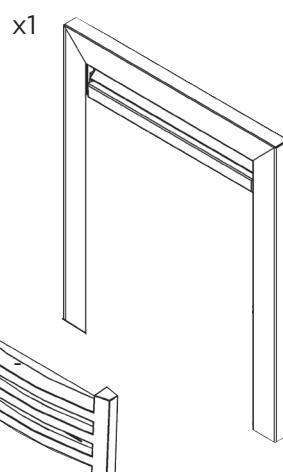
x1

Lava Rock  
1x 250gBlack Glass  
1 x 750g

x4

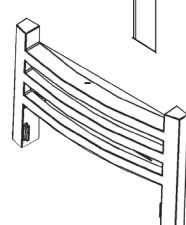


x4



x1

x1

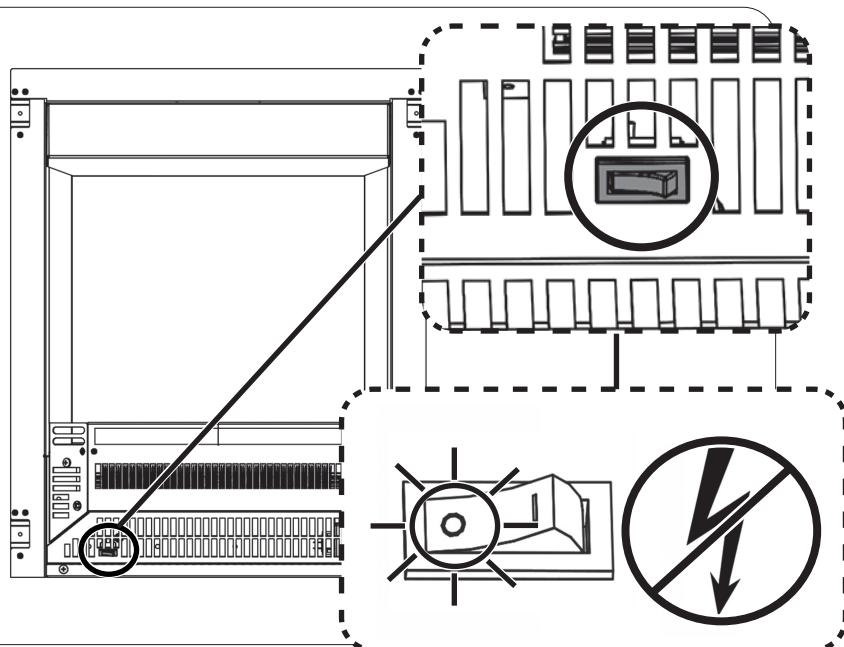


x1

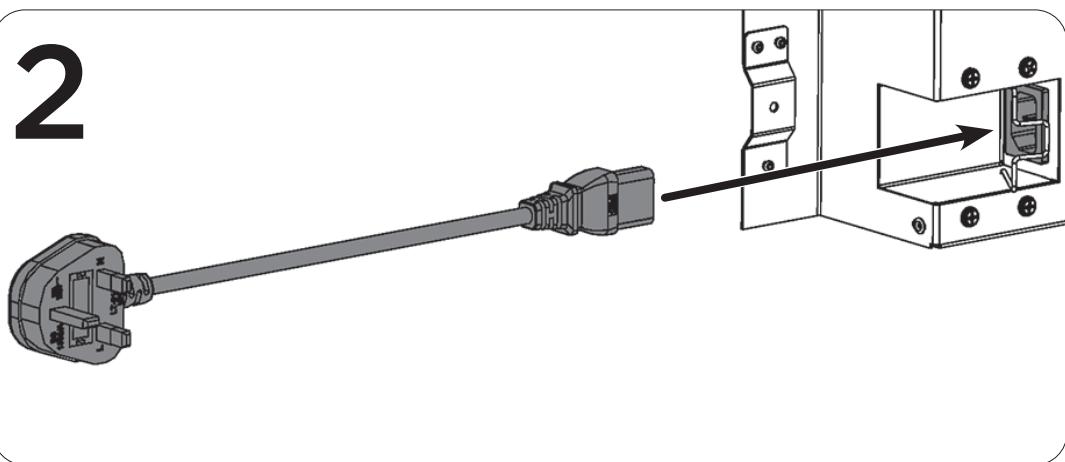


# Pre-Installation

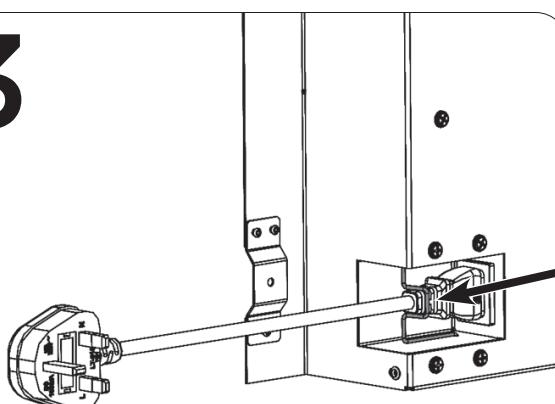
1



2



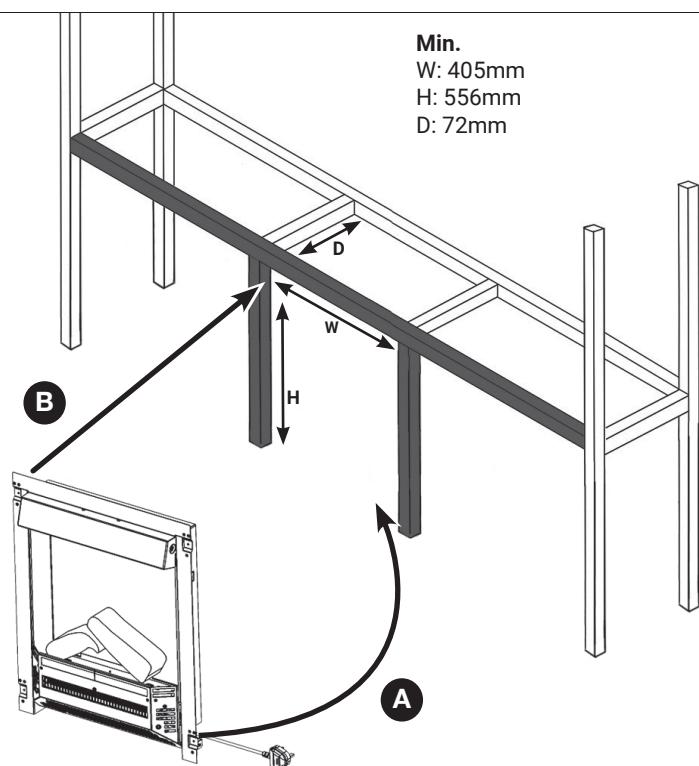
3



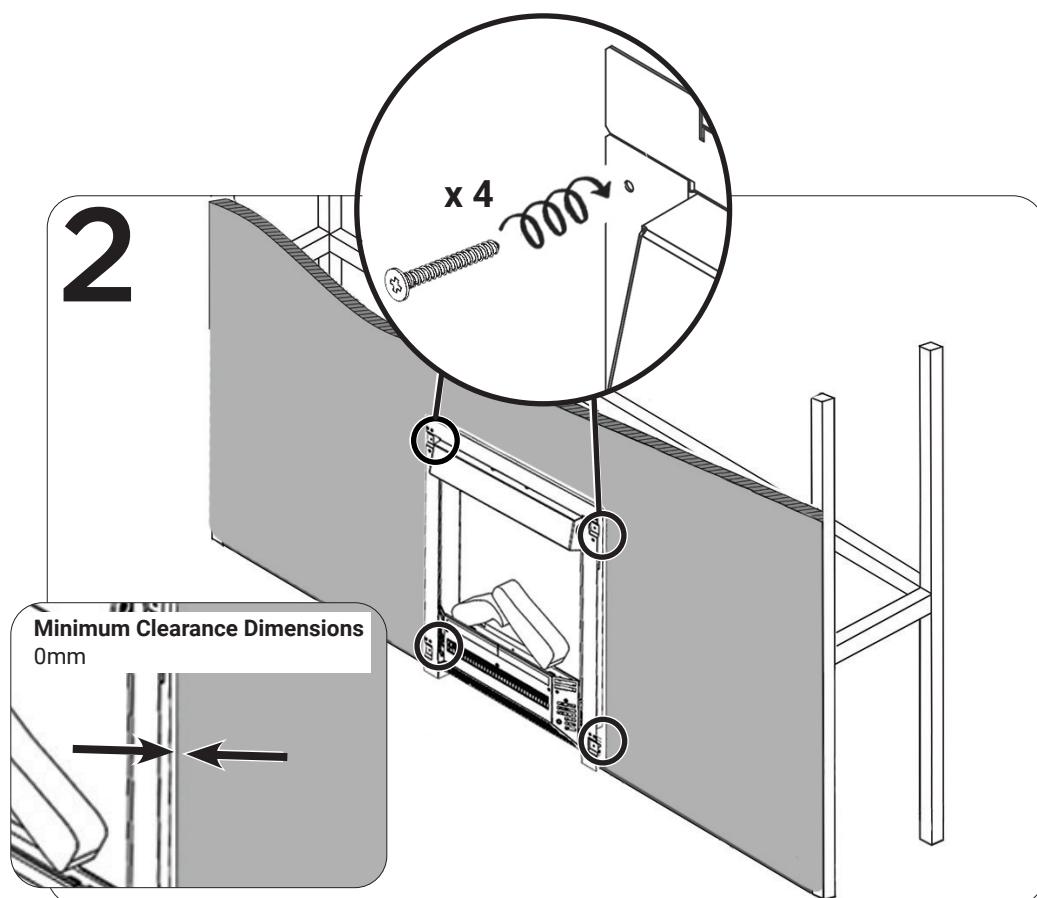
NOTE: IMPORTANT! Ensure the  
retainer clip is secured over the  
plug before operation.

## Installation Instructions

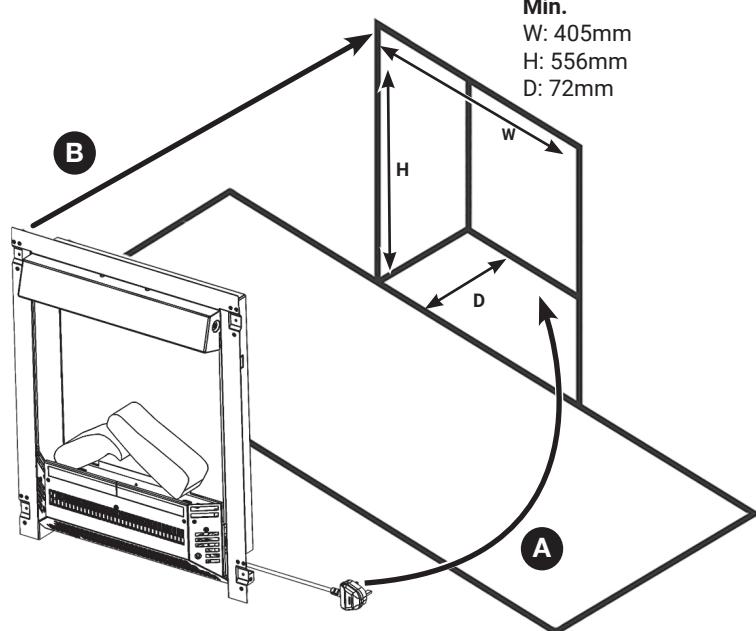
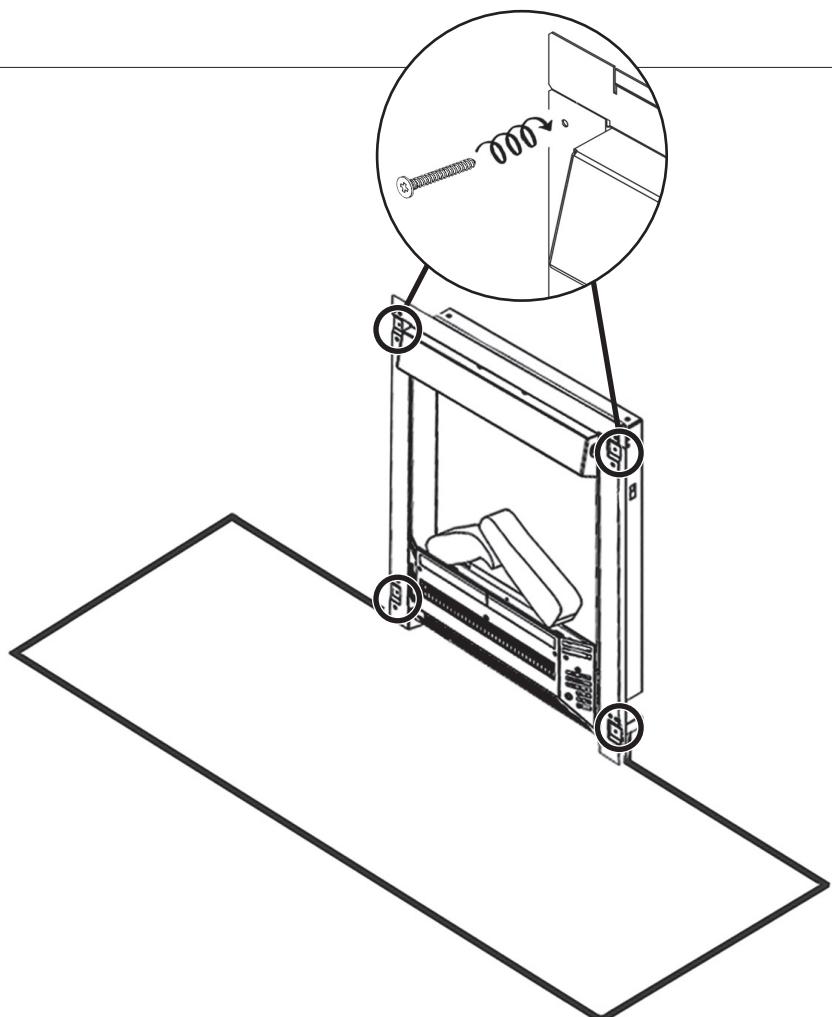
1



2



See Page 15 for fixing point dimensions

**1****2**

NOTE: THERE IS NO ADDITIONAL VENTILATION  
REQUIRED IN THE INSTALLATION

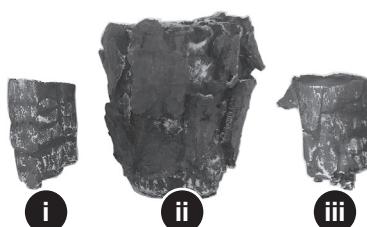
# Log Layout



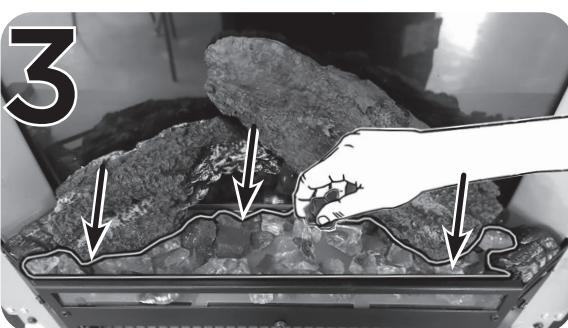
Lava Rock  
1x 250g



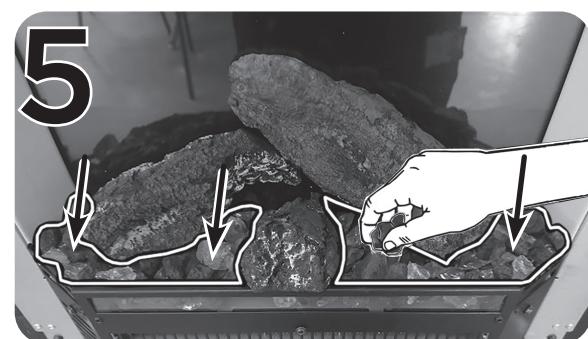
Black Glass  
1 x 750g



Scatter glass embers to cover most of diffuser



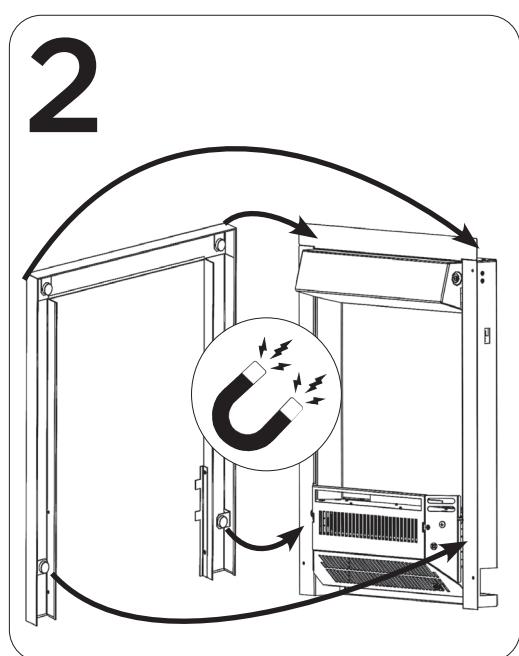
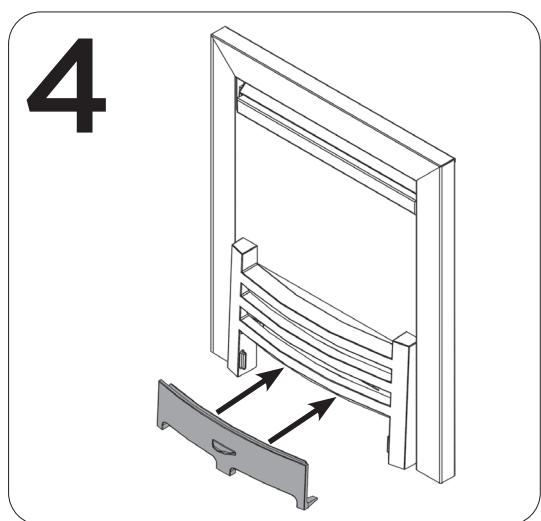
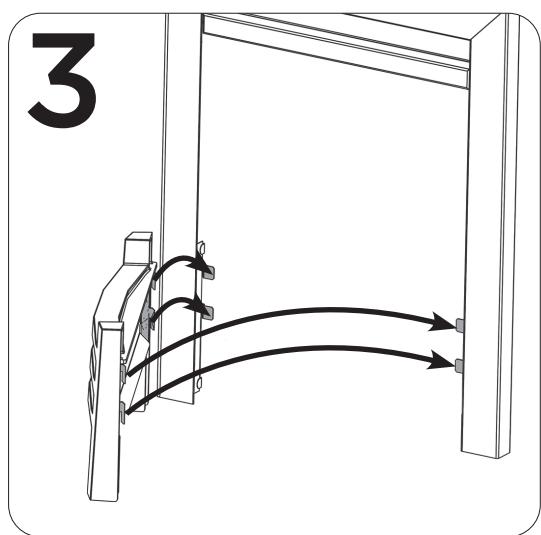
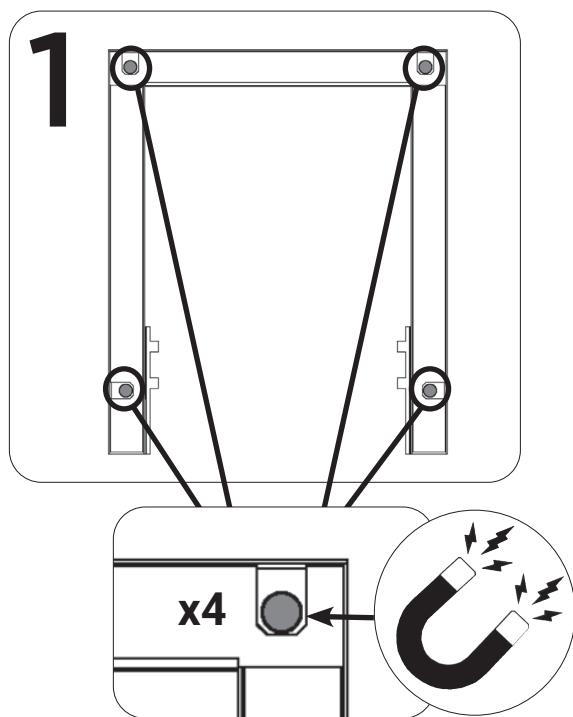
Scatter the rest of the glass embers and lava rock to suit.



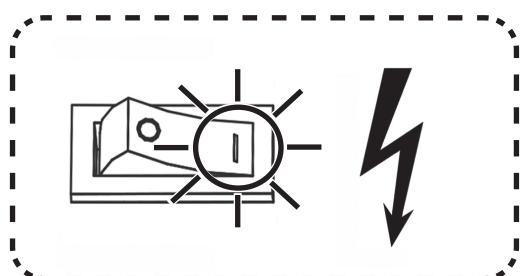
# Completion of Assembly

## Frames (Magnetic Attachment)

	FRAME (BOX PROFIL)	FRONT
1	Black	Arts
2	Brass	Chartwell
3	Polished	Wave
4	Brushed	-



**!** Ash Pan cover must always be fitted when running the fan heater to ensure optimum flow of air.



Information Requirement for Electric Local Space Heaters			MIRAGE
Power Consumption	In idle mode	$P_{idle}$	N/A
	In network standby	$P_{nsm}$	0.220 W
	In off mode	$P_o$	0.000 W
	In standby mode	$P_{sm}$	0.220 W
	Standby mode with display of information or status		NO
	Seasonal space heating energy efficiency in active mode	$\eta_{s,on}$	94.0%
	Nominal Heat Output	$P_{nom}$	1.900-2.100 kW
	Minimum Heat Output (indicative)	$P_{min}$	1.000kW
	Maximum Continuous Heat Output	$P_{max,c}$	2.000kW

## TYPE OF HEAT OUTPUT/ROOM TEMPERATURE CONTROL (select one)

Single stage heat output and no room temperature control	No
Two or more manual stages, no room temeprature contol	No
With mechanic 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 (multiple selections possible)

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	Yes
With black bulb sensor	No
Self-learning functionality	No
Control accuracy	Yes

## Product Material Information

When the waste bin symbol with a cross is found on a product, it means that this product is subject to the European Directive 2012/19/EU (implemented by the national legislation with the legislative decree of March 14, 2014, n.49).

In accordance with European Directive 2012/19/EU, waste electrical and electronic equipment (WEEE) must not be disposed of with household or unsorted municipal waste.

At the end of its useful life please take this product to an appropriate recycling centre, collection point or utilise a distributor take-back service. Failure to do so may result in negative effects on the environment and/or human health as a result of the possible presence of hazardous substances in electrical and electronic equipment and of the mishandling of such equipment.

The nearest recycling centre can be found by contacting the local authority, for UK customers using the bank locator at [www.recycle-more.co.uk](http://www.recycle-more.co.uk) or for customers in the Republic of Ireland at [www.weeeireland.ie](http://www.weeeireland.ie). Take-back services can be discussed with your authorised dealer.



**FOR ENQUIRIES IN THE U.K (EXCLUDING NI):**

**Stovax & Gazco Limited, Spitfire Avenue, Skypark, Clyst Honiton, Exeter, Devon, England**

**EX5 2FR**

**Tel: (01392) 261900 E-mail: [info@onyxfires.com](mailto:info@onyxfires.com)**

**FOR ENQUIRIES IN EUROPE (INCLUDING NI):**

**Stovax Heating Group (NI) Ltd (Comp reg NI675194), 40 Linenhall Street, Belfast, BT2 8BA**

**DX 400 NR Belfast Tel: +44 (0)1392 261990 E-mail: [northernireland@onyxfires.com](mailto:northernireland@onyxfires.com)**

**onyx**

