Instruction Manual
LUX75 / LUX75XH / LUX100
LUX125 / LUX150 / LUX175
LUX200
Cassette Fires

This product is only suitable for well insulated spaces or occasional use.
To be left with the customer after demonstrating the features of the Solution electric fire.

The complete installation must be carried out in accordance with current Standards and Local Codes. The instructions in this manual must be followed to ensure safe operation of the appliance. It should be noted that the requirements and this publication may be superseded during the life of the Fireplace - please refer to **www.solutionfires.co.uk** for up-to-date instructions.

Contents

Important Safety Advice

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

- **WARNING:** If the appliance is damaged, check immediately with your retailer before installation and operation. The heater must not be used if any part of it is damaged.
- Do not use outdoors.
- **WARNING:** In order to avoid overheating, do not cover the heater.
- The appliance carries the Warning Symbol indicating that it must not be covered or has a do not cover label. Do not cover or obstruct in any way the heat outlet grille located above the window of the appliance.
- Do not place material or garments over the front of the appliance as this could cause overheating and a fire risk.
- In the event of a fault unplug the heater.
- Unplug the appliance when not required for long periods.
- This appliance can be used by persons if they have been given instruction concerning use of the appliance in a safe way or are supervised and understand the hazards involved.
- 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 or knowledge if they have been given instruction or supervision 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 carried out by children without adequate supervision.
- Children of less than 3 years should be kept away from the appliance 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 instruction or supervision 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 or clean the appliance or perform user maintenance on the appliance.
- If the supply cord is damaged, switch off the mains power at the wall socket immediately.
- **WARNING:** The heater must not be located immediately below, above or in front of a fixed socket outlet or electrical connection box.
- **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.
- **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.
- **CAUTION:** Some parts of this appliance around the heater grill can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- The heater must not be positioned or used where it may come into contact with water, for example but not exclusively, in wet rooms, bathrooms, swimming pools, laundries or used to dry clothes.
- Do not use the appliance in rooms with explosive gas (e.g. petrol) or while using inflammable glue or solvent (e.g. when gluing or varnishing parquet floors, PVC etc.)
- Do not insert any objects into the appliance.
- This appliance must be connected to a 220-240VAC 50-60Hz supply.
- If the supply cord is damaged, it must be replaced by the manufacturer, its agent or a similarly qualified person in order to avoid a hazard.

- This appliance is supplied with a power lead complete with a moulded 13 Amp UK three-pin plug to connect into a standard UK socket outlet or European equivalent. This appliance must be earthed. The plug must be easily accessible after siting the appliance. Should a new fuse be required, consult a competent person to establish the reason for the fuse operating. Only once the fault is rectified should a new 13A fuse be inserted into the plug.
- Use only a dry duster or vacuum cleaner with brush attachment to clean the appliance. Never use abrasive cleaners, water, steam cleaners or aerosols on or near the appliance.
- Only control the appliance using the manual operations, the supplied remote control described in this manual, or the Solution Fires app. Do not use this heater with a programmer, timer, separate remote control system or any other device that switches the heater on automatically.

Remote Control Battery Warning:
Only adults should handle the batteries. Do not allow a child to use the remote control unless the battery cover is securely attached to the battery compartment. All batteries must be disposed of at your local recycling point.
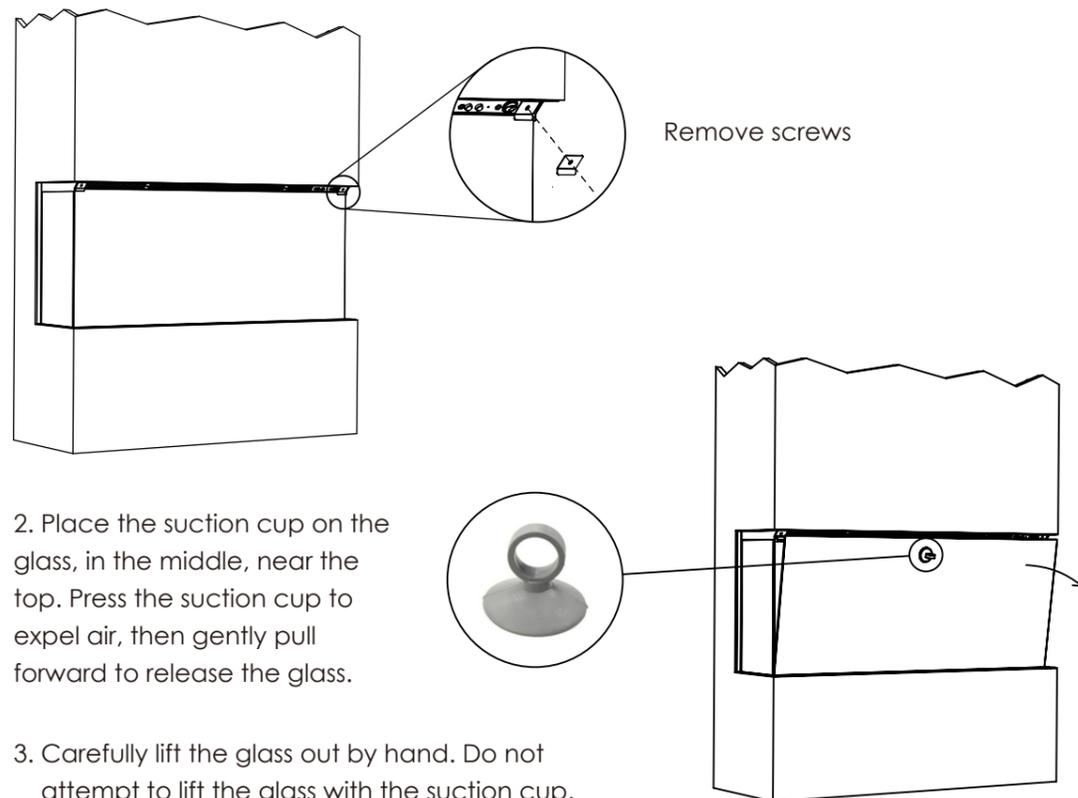
Box Contents:
Please check that the following components are included within the box. If anything is missing or damaged, please contact the retailer and do not use the appliance until you have everything.
- Appliance with trailing lead with moulded 13 Amp plug.
- Remote control hand set and batteries.
- Fixing brackets, side plaster beads and furniture guides (and grille cover on some models).
- Flakes and vermiculite.
- Instruction manual.
- Glass removal mini suction cup.
- LUX models with Premium Log Set also include a bag of wood chippings.

Installation - Front Glass Removal (Caution - wear suitable gloves when handling glass)
1. Remove the glass retaining brackets on the left and right sides of the grille panel.

Remove screws

2. Place the suction cup on the glass, in the middle, near the top. Press the suction cup to expel air, then gently pull forward to release the glass.

3. Carefully lift the glass out by hand. Do not attempt to lift the glass with the suction cup.

Installation & Operating Instructions

Installation Requirements:
Before commencing installation of the unit consideration should be given to the following:
1. Read these instructions thoroughly.
2. You will need suitable tools (e.g. drill and drill bits, screwdrivers, spirit level, tape measure).
3. Select a location that is not prone to moisture.
4. A 13 amp, 240 Volt socket or switched, fused spur capable of accommodating a maximum load of 2050 watts must be available close to the appliance. The socket must be accessible at all times and must not be placed directly behind the unit. Ensure that the circuit and associated breaker are sized for the connected load.
5. This product has been designed to be installed into a plaster board, or existing chimney breast.
6. Please seek advice from a professional, with reference to the structural integrity of the installation site.
7. If the product is to be installed into an open chimney or flue, it is important that the chimney flue is partially blocked to prevent any up/down draughts and falling debris, but does not restrict or alter the airflow to the product.
8. Ensure that the product has a minimum internal clearance directly above the grille cover of 100mm, this is to ensure that the product can circulate the required airflow for the heater unit.
9. The product should never be sealed into an opening with the use of silicones or adhesives as this can also alter the airflow and hinder any further servicing of the product.
10. DO NOT SCREW ANY FIXINGS INTO THE BODY OF THE FIRE TO MOUNT ANY FURNITURE OR OTHER PARTS NOT SUPPLIED WITH THE FIRE.
11. THE BRACKET SUPPLIED IS TO SUPPORT THE WEIGHT OF THE APPLIANCE ONLY. THE APPLIANCE IS NOT DESIGNED TO BEAR ANY ADDITIONAL LOAD.
12. ENSURE THAT THE FAN HEATER IS ADEQUATELY VENTILATED.

Note: Plaster flanges and furniture guides are not for support, ensure all furniture/falsework is independently supported.

Unpacking & Testing
Installing Product:
1. Carefully remove the unit from the packaging and prior to installing the unit, test the unit by plugging the power supply into a conveniently located 13 amp earthed socket.
2. Your product is supplied with one or more wall mounting brackets. (Dependent on model)
3. Establish the desired finished height from floor level to the bottom of the plaster kit of the product.
4. Fix the wall bracket to the wall ensuring to use the correct hardware fixings (not provided) given the wall construction, plaster board or solid wall.
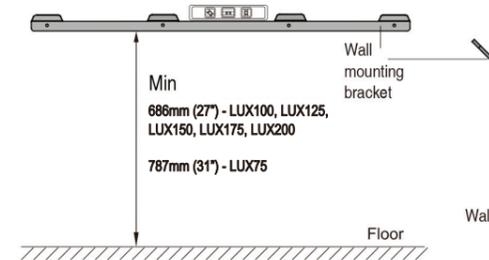
Min
686mm (27") - LUX100, LUX125, LUX150, LUX175, LUX200

787mm (31") - LUX75

Wall mounting bracket

Floor
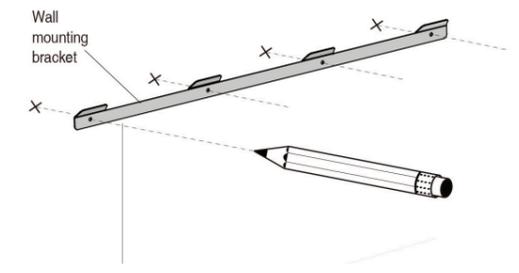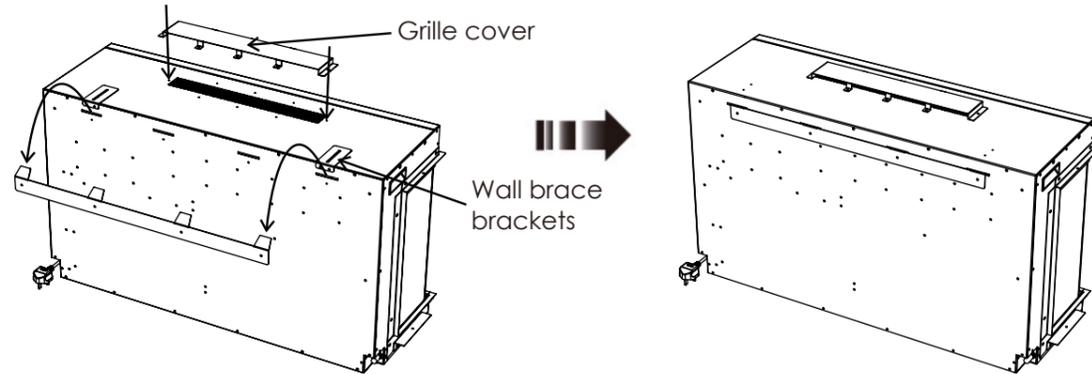
Wall

Fig.3

Wall mounting bracket

Wall

Fig.4

The fire is designed to be permanently fixed to a wall at a suitable height, the wall bracket must be fitted horizontally and the cable routed to the bottom right of the fire. A height of 686mm (LUX100, LUX125, LUX150, LUX175, LUX200), 787mm (LUX75) or 1333mm (LUX75XH) from the floor to the **bottom** of the bracket is suggested. You will need to calculate the height of the bracket if the fire is being fitted into a suite or purpose-made chimney breast.
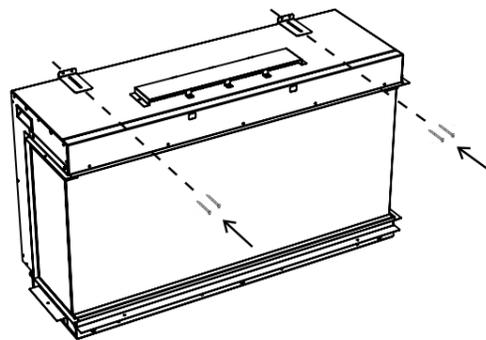
Installation Instructions

Installation - Continued:

5. Install the grille cover panel over the top grille opening (if not pre-fitted). Remove the wall brace brackets, then lift and hook the fire onto the wall.

Grille cover

Wall brace brackets

6. Fix the wall brace brackets ready to secure to the wall.

7. Once the product is secured to the wall and connected to the power supply, the false construction such as plaster board wall or chimney breast can be formed around it.

8. The product is also designed to allow a platform to support it.

Scene Light Kit and Scene Spot Light Kit

If you are using a scene lighting kit, ensure the kit is plugged into the external power socket on the fire before building the appliance into any fireplace or suite (image below). The maximum connected load is 12V DC, 5A and only genuine Solution Fires parts may be connected. The LED strip lights supplied with your Scene Light Kit or Scene Spot Light Kit are the maximum allowable length. Refer to the Scene Light Kit or Scene Spot Light Kit instructions for further details.
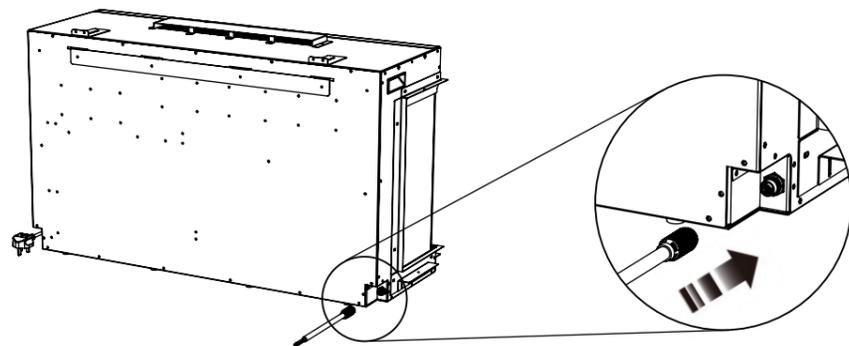
Note: Ensure all power is off during the installation process.

CAUTION: Care must be taken to avoid over bending the connector cable or overtightening the connector, as this can damage the internal wires.
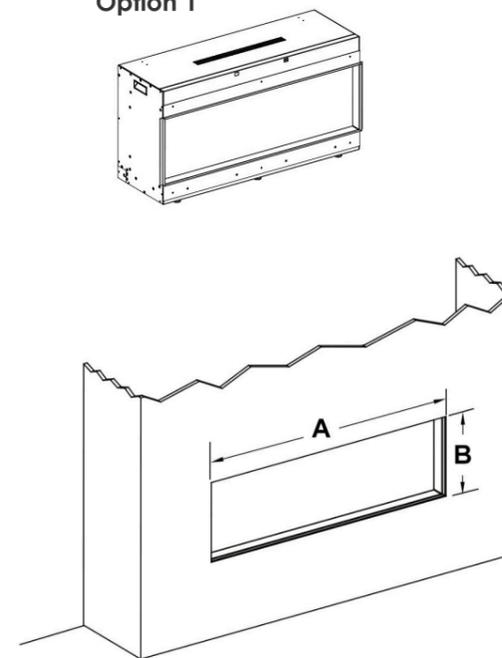

Installation Instructions

Installation - Continued:

The LUX Cassette Fires are designed for four different installation types.

Installation -Option 1 - Front View

Option 1

NOTE:

No screws or fixings for the furniture surrounding your fire may be fixed to the fire. This will invalidate your warranty.

Remove the furniture guides and recycle when installing the fire as shown in Options 1-4

A

B

Model	A	B	C	D	E	F	G
LUX75	750mm	581mm	737mm	226mm	334mm	83mm	82mm
LUX75XH	750mm	1250mm	1434mm	226mm	334mm	83mm	82mm
LUX100	1000mm	428mm	585mm	226mm	334mm	83mm	73mm
LUX125	1250mm	428mm	585mm	226mm	334mm	83mm	73mm
LUX150	1500mm	428mm	585mm	226mm	334mm	83mm	73mm
LUX175	1750mm	428mm	585mm	226mm	334mm	83mm	73mm
LUX200	2000mm	428mm	585mm	226mm	334mm	83mm	73mm

The above table contains the **minimum** opening

A = Width to outside of plaster flanges
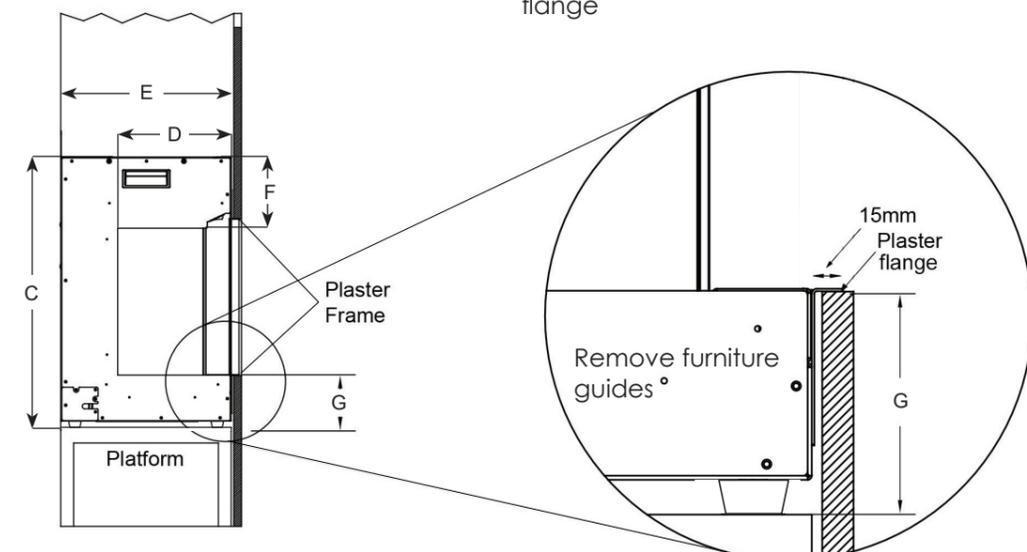B = Height to outside of plaster flanges
C = Height of fire (min)
D = Depth from front of fire body to rear of side plaster flange
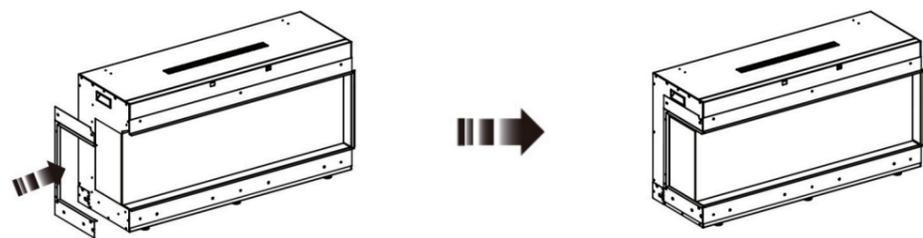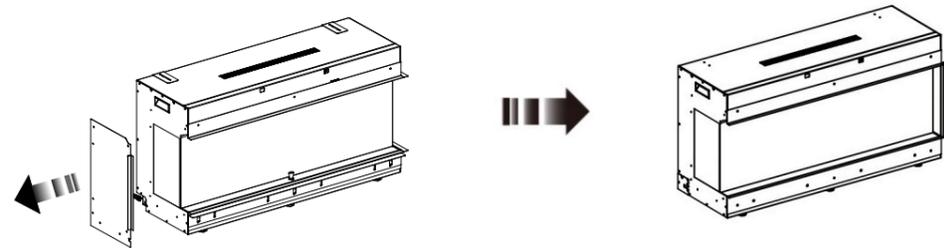E = Depth of fire
F = Height of fire above top plaster bead
G = Height from underside of foot to underside of lower plaster flange

E

D

F

C

Plaster Frame

G

Platform

15mm Plaster flange

Remove furniture guides
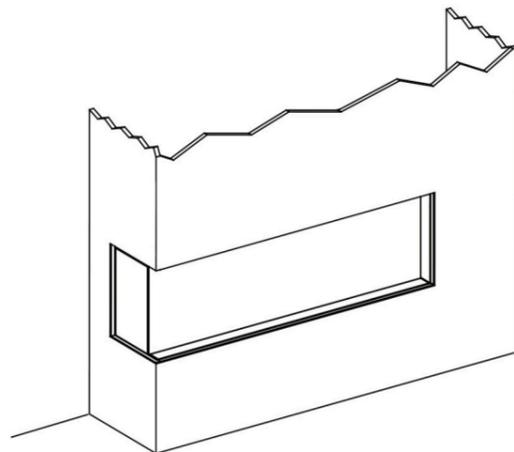
G

Installation Instructions

Installation - Option 2 & 3 - Left or Right Corner View:

Remove one steel side panel by removing screws before installation.

Replace all screws that have been removed.

Option 2

Note:

Remove furniture guides for this option.

Option 3
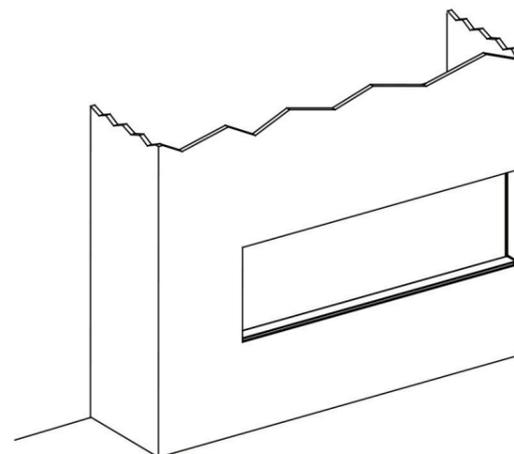
Note:

Remove furniture guides for this option.

Installation Instructions

Installation - Option 4 - Panoramic Three Sided View

Remove 2 steel side panels by removing the screws before installation.
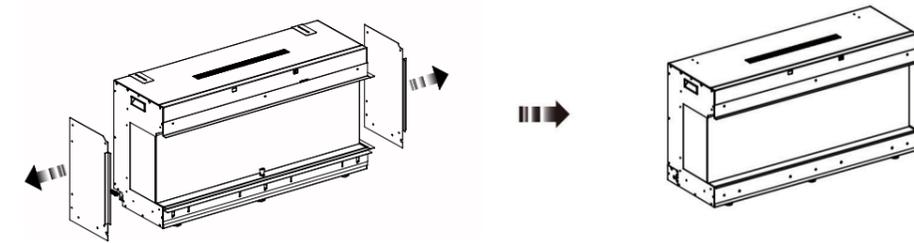
Fix the side plaster brackets and put all the screws back onto side panels.
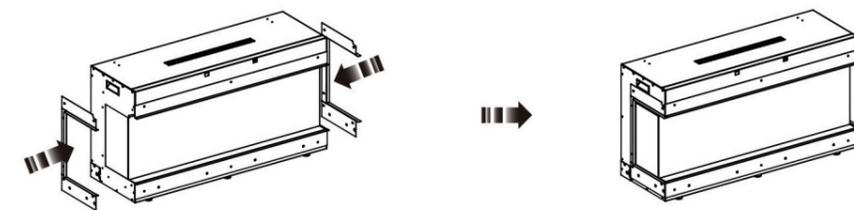
Option 4
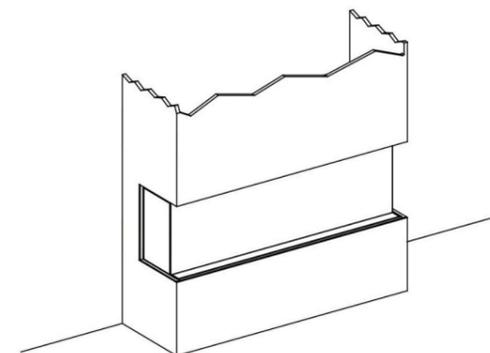
Note: Plaster flanges and furniture guides are not for support, ensure all furniture work is independently supported.

Remove furniture guides for this option.

Included in box optional decorative side panels

Alternative - Floating Base

Slide base onto fire and fix/support securely to the wall.

Furniture Guides

Furniture Guides on Front & Sides

(Adjustable for material 10-25mm thick)

Operating Instructions

Fig.19

MANUAL CONTROL PANEL

FIRE ON/OFF BUTTON   HEATER   MANUAL POWER ON/OFF SWITCH
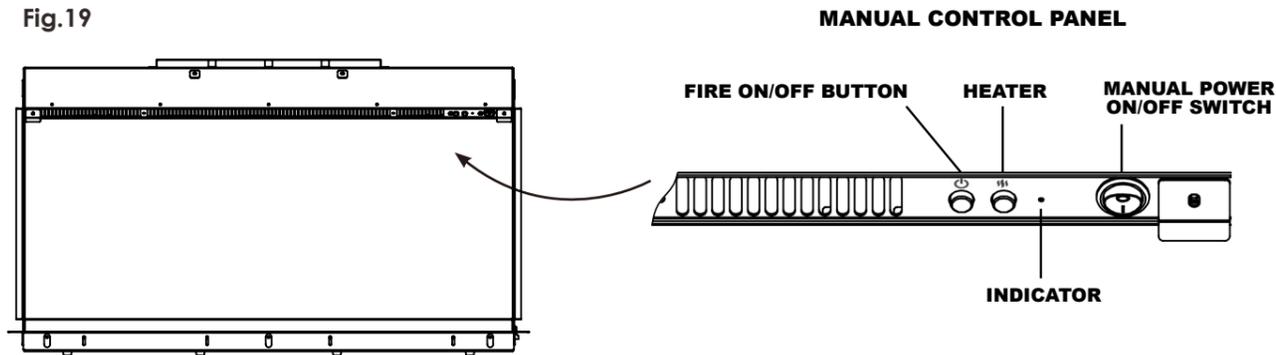
INDICATOR

! NOTE: The unit can be operated on the manual control panel and with the supplied remote control. For the unit to operate, the manual ON/OFF switch, located on the right side of the control panel must be switched to the "I" position.

An indicator light will illuminate when the fire is plugged in and the manual ON/OFF switch is in the "I" position. The light will go OFF once the manual power ON/OFF switch is pushed to ON.

Indicator Light

The indicator light has 4 functions as follows:

1 - Confirmation that power is reaching the fire from the house supply - continuously on until the fire is turned on.

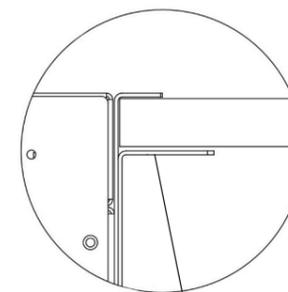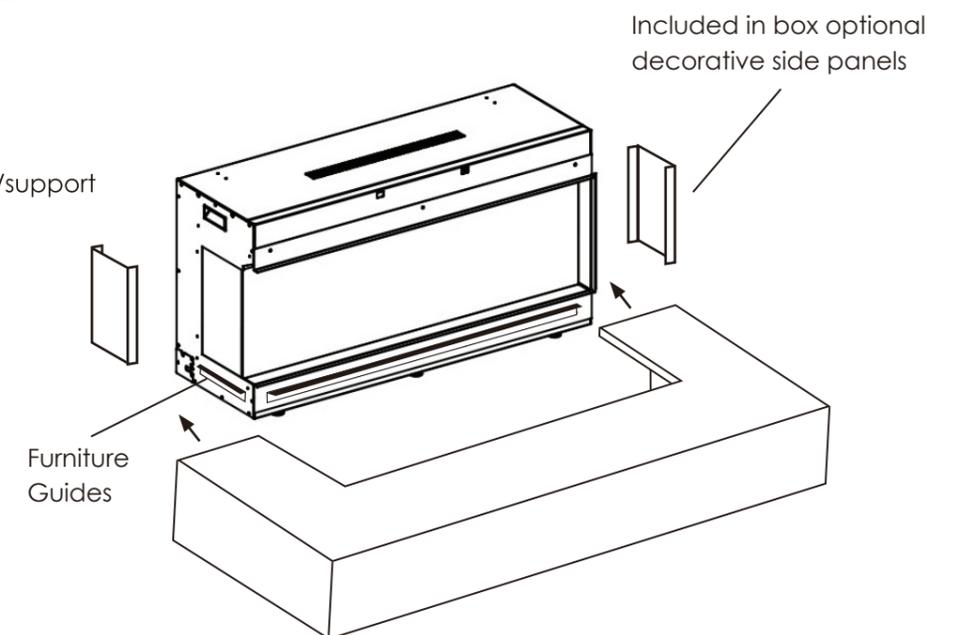2 - The indicator is a red light if NOT connected to Wi-Fi. Once the fire has connected to a Wi-Fi network, the indicator turns green.

3 - Indication of when the open window device has operated - blinks on for 0.5 seconds and off for 0.5 seconds until the window/door is closed and the heater is turned back on.

4 - Display current heating level, if the fan is on and the light is Amber, the heating is on Low, if the fan is on and the light is Red, the heat is high. If the fan is running and the light is off or green, the heater is cooling down.

Use the manual control panel on/off button to turn your fire on or off. Use the Heater button to switch heater Low, High, or Off.

NOTE: The unit may emit a slight, harmless odour and smoke when first used. This odour & smoke is normal and it is caused by heating the internal heater parts and will not occur again.

NOTE: Ensure the manual ON/OFF switch located at the top of the front glass on the right hand side is switched to the "I" position.

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 - ends of the battery match inside the battery compartment, close the battery door.

Powering the Fireplace ⏻

Press the fire on/off button to turn on the fire. Press the Power button again to turn off the fire.

NOTE: All previous settings are held in memory, so the next time you power up the fireplace, the unit will turn on with the same settings.

Remote Control Buttons

Heater LOW/HIGH/OFF "Heat"

Press the Heater button on Remote Control to cycle through Low heat, High heat and turning the Heater off.

NOTE: As an additional safety feature, the heater will turn off after 12 hours continuous operation in case it has been left on by mistake.

Operation Continued

Remote Control Buttons

Power on/off — Spd — Flame Speed
Pre-set — Flam — Flame Colour
Downlight — D Lt — PS — Scn — Scene Light
Fuel — Fuel Bed Colour
Heat — Vol — Volume
Cust — Custom
Dimmer -/Minus — Dim- — Dim+ — Dimmer +/Plus

solution fires

Flame Speed - Spd
Press the Spd button to cycle through the 3 flame speeds.

Flame Colour - Flam
Press the Flam button to cycle through the 9 flame colours and off.

Down Light Colour - D Lt (Not available on LUX75XH)
Press the D Lt button to cycle through the 9 down light colours and off

Scene Light Colour - Scn
Scene lighting is an optional extra and this button will only operate if the Scene lights have been installed.
Press the Scn button to cycle through the 9 scene light colours and off.

Fuel Bed Colours - Fuel
Press the Fuel button to cycle through the 9 fuel bed colours and off.

NOTE: If you have turned off all but one of the lighting elements, you will not be able to turn off the last one using these buttons. This is for you to know that your fire is still powered on.

Custom Setting - Cust
Using the 4 buttons detailed above, select your desired fire colours and then hold down the Cust button for 4 seconds. This will enable you to recall that setting each time you momentarily press the Cust button. To overwrite your setting, simply choose another set-up for your fire and hold down the Cust button for 4 seconds.

Dimming Buttons - Dim- and Dim+
Use these buttons to set the brightness level of your fire. (Fuel bed and flame effect will flash to signify max or min brightness.)

Flame Preset - PS
Press the Flame Preset button to cycle through the 7 factory set preset lighting options.

Volume - Vol
Press the Volume button to cycle through the volume settings from off to loudest, back to off.

Operation Continued

IMPORTANT NOTE: The fan will run for approximately 15 seconds after the heating function is turned off to remove any residual heat from the unit to protect the control components from any potential overheating. Do not press heater ON/OFF button again as this will turn the heat back on.

Remote control button combinations:

Switch beep off:
Activate or deactivate the confirmation beep by pressing and holding 'Vol' and 'Dim-' for 3s and releasing.

Enter Wi-Fi pairing mode:
Set fire to Wi-fi pairing mode by pressing and holding On/Off button for 10s.

Deactivate flicker effect:
Activate or decativate the flicker effect for the fuel bed and downlight by pressing and holding 'Fuel' and 'Spd' for 3s and releasing.

Override flame brightness:
Increase or decrease flame brightness without affecting other brightness, by pressing and holding 'Flam' button, then press 'Dim-' or 'Dim+'.

Override fuel bed brightness:
Increase or decrease fuel bed brightness without affecting other brightness, by pressing and holding 'Fuel' button, then press 'Dim-' or 'Dim+'.

Override downlight brightness: (Not available on LUX75XH)
Increase or decrease downlight brightness without affecting other brightness, by pressing and holding 'D Lt' button, then press 'Dim-' or 'Dim+'.

Override scene light brightness:
Increase or decrease scene light brightness without affecting other brightness, by pressing and holding 'Scn' button, then press 'Dim-' or 'Dim+'.

Open Window Device function:

To ensure minimum energy wastage, this appliance will turn off the heaters should an open door or window be detected. When the heater is in operation (H01 or H02) and once the ambient temperature drops 5°C within 10 minutes, the appliance heater will turn off automatically. Upon activation of the Open Window Device, the red indicator light will blink on for 0.5 seconds and then off for 0.5 seconds, repeating until the heaters have been restarted. Close the window/door or turn off any cooling items, push the heater control buttons on remote control to restart the heaters. To prevent nuisance activations of this device please ensure that there are no strong draughts in the vicinity of the fire or the furniture it is housed in.

Reconnect remote handset:
If remote handset becomes unresponsive, re-pair connection between fire and remote handset, by pressing and holding 'Heat' and 'Vol' for 3s. The fuel bed will flash to confirm re-pairing is successful.

Product Dimensions
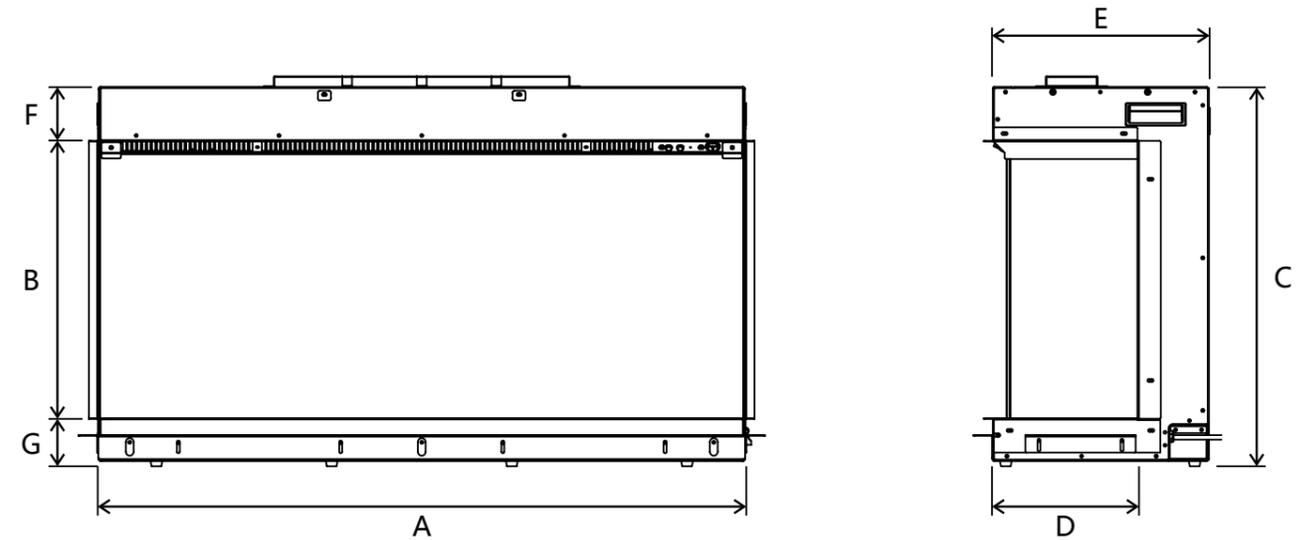
Dimensions							
	A	B	C	D	E	F	G
LUX75	750	581	737	226	335	83	82
LUX75XH	750	1250	1434	226	335	83	82
LUX100	1000	428	585	226	335	83	73
LUX125	1250	428	585	226	335	83	73
LUX150	1500	428	585	226	335	83	73
LUX175	1750	428	585	226	335	83	73
LUX200	2000	428	585	226	335	83	73

A minimum of 100mm is required between the top of the product and any hard surface.

Note: Dimensions stated are in millimetres unless otherwise stated and may be subject to a small tolerance.

Commissioning and Handover

On completion of the installation:
• Ensure that the operating instructions for the unit are left with the customer.
• Ensure to advise the customer on the correct use of the appliance and how to isolate the unit when required.
• Advise the user what to do should smoke or fumes be emitted from the unit.

Technical Parameters

Information requirements for electric local space heaters

Model identifier(s): LUX75/LUX100/LUX125/LUX150/LUX175/LUX200					
Item	**Symbol**	**Value**	**Unit**	**Item**	**Unit**
Heat output				**Type of heat input, for electric storage local space heaters only (select one)**	
LUX75/LUX75XH LUX100				Manual heat charge control, with integrated thermostat	[no]
Nominal heat output	P_{nom}	1.5	kW	Manual heat charge control with room and/or outdoor temperature feedback	[no]
Minimum heat output (indicative)	P_{min}	0.75	kW	Electronic heat charge control with room and/or outdoor temperature feedback	[no]
Maximum continuous heat output	$P_{max,c}$	1.5	kW	Fan assisted heat output	[no]
LUX125/LUX150 LUX175/LUX200				**Type of heat output/room temperature control (select one)**	
Nominal heat output	P_{nom}	2.0	kW	Single stage heat output and no room temperature control	[no]
Minimum heat output (indicative)	P_{min}	1.0	kW	Two or more manual stages, no room temperature control	[no]
Maximum continuous heat output	$P_{max,c}$	2.0	kW	With mechanic thermostat room temperature control	[no]
				With electronic room temperature control	[no]
				Electronic room temperature control plus day timer	[no]
Auxiliary electricity consumption				Electronic room temperature control plus week timer	[yes]
At nominal heat output	el_{max}	N/A	kW	**Other control options (multiple selections possible)**	
At minimum heat output	el_{min}	N/A	kW	Room temperature control, with presence detection	[no]
In standby mode	el_{SB}	0.0039	kW	Room temperature control, with open window detection	[yes]
				With distance control option	[yes]
				With adaptive start control	[no]
				With working time limitation	[yes]
				With black bulb sensor	[no]
Contact details	Capital Fireplaces Ltd, Units 12-17 Henlow Trading Est, Henlow, Bedfordshire SG16 6DS				

Do not attempt to replace or repair any parts. Any work on this appliance should be carried out by a professional. If you have a fault with your appliance please seek advice from your retailer or go to the report a fault page on our website.

https://solutionfires.co.uk/report-a-fault/

Cleaning

NOTE: Allow the fire to completely cool before cleaning it.

1. Switch off and unplug from the power supply before cleaning.
2. Using a soft, dry cloth, carefully clean the exterior surface of the product.
3. Do not allow water or other liquids to run into the interior of the product, as this is a hazard.
4. Lightly run a vacuum cleaner nozzle over the grilles along the control panel to remove any dust or dirt that may have accumulated inside or on the unit.

CAUTION: Do not use harsh detergents, chemical cleaners or solvents as they may damage the surface finish of the plastic components.

Thermal Safety Cut-Out

A thermal safety cut-out is incorporated in the heater to prevent damage due to overheating. This can happen if the heat outlet or the ventilation inlet is restricted in any way. The heater will switch on once the heater has cooled. If the cut-out continues to operate intermittently, the heater should be switched off and a service agent contacted.

Light Emitting Diode

This fire is fitted with LED's (Light Emitting Diodes) in place of traditional incandescent bulbs. These generate the same light levels as traditional bulbs, but use a fraction of the energy consumed.

Battery Replacement Remote Control

Battery information - see Fig. 35

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

Fig.35

Discard leaky batteries

Dispose of batteries in the proper manner according to local regulations.

Any battery may leak electrolyte if mixed with a different battery type, if inserted incorrectly, if all the batteries are not replaced at the same time, if disposed of in a fire, or if an attempt is made to charge a battery not intended to be recharged.

Troubleshooting

(IF IN DOUBT isolate the appliance and seek professional advice)

The unit does not switch on:

- Check main power on/off switch is on and indicator on control panel illuminates. If the light does not illuminate check the power to the fire from the wall and check the fuse in the plug and the circuit breakers in the distribution panel.
- Check the battery in the remote control handset.
- If none of the above work, then please refer to your retailer.

The heater smells of burning:

- On first uses there may be a smell as the heating elements burn off residual deposits from manufacture.
- After periods of no use, dust can settle on the elements and will burn off. Excessive dust and fluff is a fire risk and should be eliminated by following the service and maintenance steps on page 20.
- If smell continues, please refer to your retailer.

When the heater is switched on it cuts itself off.

- This could be the normal operation of the thermostat having been set to a target temperature which has been reached, and is fine.
- This could be the safety thermal cut-out device operating. If this operates, then firstly isolate the appliance from the mains and then check for obstructions to the air flow and remove them. This could be fluff in the control panel grills, for example. Once the obstruction(s) have been removed, let the appliance cool down for 15 minutes and then reconnect the appliance to the mains and try the appliance again. If the issue persists, then seek the advice of your retailer.
- As an additional safety feature, the heater will turn off after 12 hours continuous operation in case it has been left on by mistake.

The appliance seems to work, but no lights are illuminated.

- Check the flame effect and fuel bed lights have not been turned off from the remote.
- Turn fire off then back on after 2 minutes.
- Please refer to your retailer.

LUX fire sounds

- Your fire will make some sounds during normal operation. There are four sources of sound:

1. Switch/thermostat - During operation they will make quiet clicking sounds and will occur when your heater fan and heating elements are switched on or off.

2. Flame Effect - To ensure you experience a slow and relaxed flame effect speed, the electric motor provides its drive via an internal gearbox that will emit a very faint gear noise.

3. Fan Heater - just like any fan heater there will be the sound of air being blown into the room.

4. Sampled Fire Sounds - The LUX75, 100, 125, 150, 175 and 200 feature a fire audio option. The volume of this sound can be adjusted using your handset or smart device. Excessive noise should be referred to your retailer.

The thermostat reading on the App does not match the room temperature.

- The thermostat reading is of the ambient temperature in the immediate vicinity of the fire. It may be necessary to set a higher target temperature in some instances. In some cases it may be more suitable to turn on the heating element(s) without setting a target temperature – see heater instructions.

Servicing and Maintenance

- There are no user-serviceable components to this appliance – do not attempt to service the appliance. If there are issues that cannot be resolved with your appliance, then please contact your retailer.
- Hard floor covering in particular, but all floor covering cause fluff that can be drawn into the air intakes. From time-to-time and no less than every two months, isolate the fire from the mains and attach the brush accessory to your vacuum cleaner and gently vacuum the air intakes and outlets. (See image below)
- Use only a clean dry duster to clean the surfaces of the appliance. DO NOT use water, abrasive cleaners, steam or other household industrial products or cleaners.
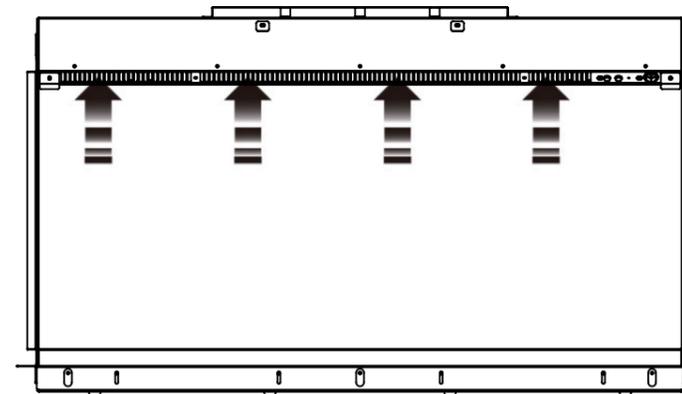
With the fire switched off at the mains, gently vacuum the grille area as shown

- If you have bought a new handset then you will need to pair it with your fire. This can be done with your fire turned on using the switch on the fire and holding down the new handset "Heat" and "Vol" buttons simultaneously for 5 seconds. Upon successful connection the fuel bed of your fire will flash 3 times.

Correct Disposal Of This Product

This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

Solution Fires Warranty

For Warranty information, terms and conditions and to register for an extended Warranty please scan the QR code below.

Alternatively please visit **www.solutionfires.co.uk/warranty/**

App Instruction Manual

This section outlines how to set up your fire with your app, how to use the app and further explains the additional features of using a smart watch and Amazon Alexa with your Solution Fire.

From time-to-time improvements will be introduced and we would ask that you periodically check the website **www.solutionfires.co.uk** for updates to these instructions.

Please note the handset that was supplied with your fire and the Solution Fires app work independently of each other. As such neither handset will be able to receive feedback from the other.

Available on the
App Store

GET IT ON
Google Play

Contents

Pairing your Fire

In the following instructions the numbers adjacent to the screenshots correlate with the paragraph numbers. To Pair your Solution Fires App with your fire having already installed the fire and controlled it with the supplied handset, please refer to Section 13.

Pairing your Solution Fires App with your fire from installation start-up:

1. Download the Solution Fires App from the App Store, Google Play Store or from our website at **www.solutionfires.co.uk**

2. Plug in the fire and turn it on using the manual power ON/OFF switch shown below.

MANUAL CONTROL PANEL

**FIRE ON/OFF BUTTON** **HEATER** **MANUAL POWER ON/OFF SWITCH**
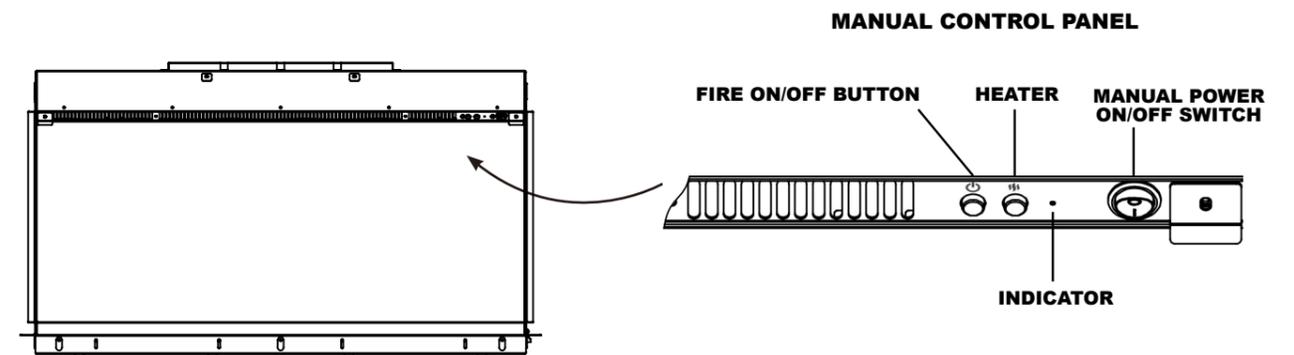
INDICATOR

3. Ensure the manual power button is switched to "I" and the LED light is illuminated. This indicates that the fire is ready for pairing with the Solution Fires App.

4. Open the Solution Fires App.

5. Wait a moment for the Solution Fires App to initiate and then it will ask you to create an account or log in to your existing account. If you have already registered and signed in to your account, your App will proceed to screen 6. It is essential to have an account in order to use the Solution Fires App. To create an account, only your name, a valid e-mail address and a password is required as well as your agreement to the Terms and Conditions. Our Terms and Conditions can also be viewed on our website at **www.solutionfires.co.uk**
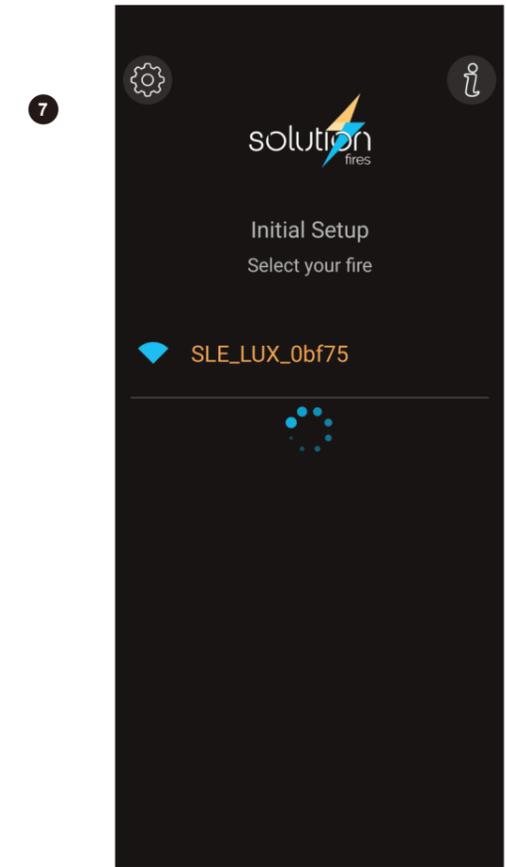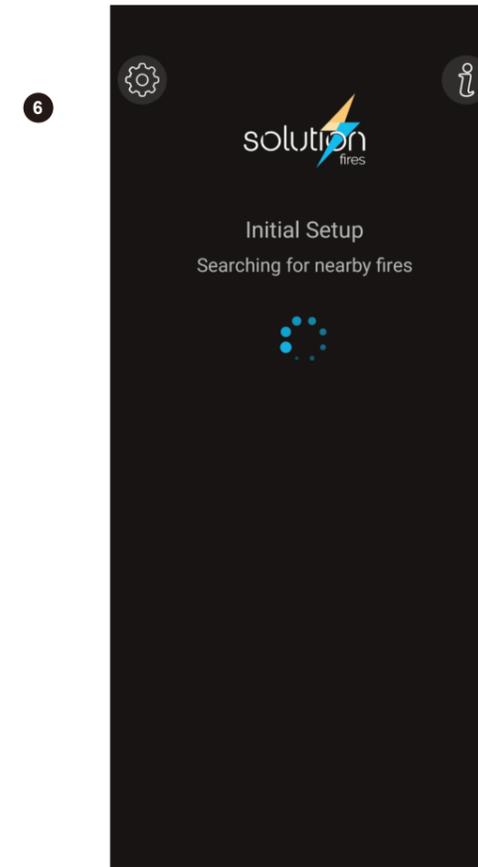
NOTE: Your fire will connect to the 2.4GHz Wi-Fi signal NOT the 5GHz signal - please ensure you select the 2.4GHz signal if your router identifies the two signals independent of each other.

During this process you may be asked to allow the App to know your location. This is a requirement of your device. The App will only work if you allow this. The App does not use this information in any way.

NOTE: The LED indicator illuminated red to indicate that power is on, but without Wi-fi connection. The LED is illuminated green to indicate that power on and the fire is connected to Wi-fi. The LED flashes to show that it is in Wi-Fi-pairing mode. The LED is off when the flame effect is running.

1

4

Welcome to
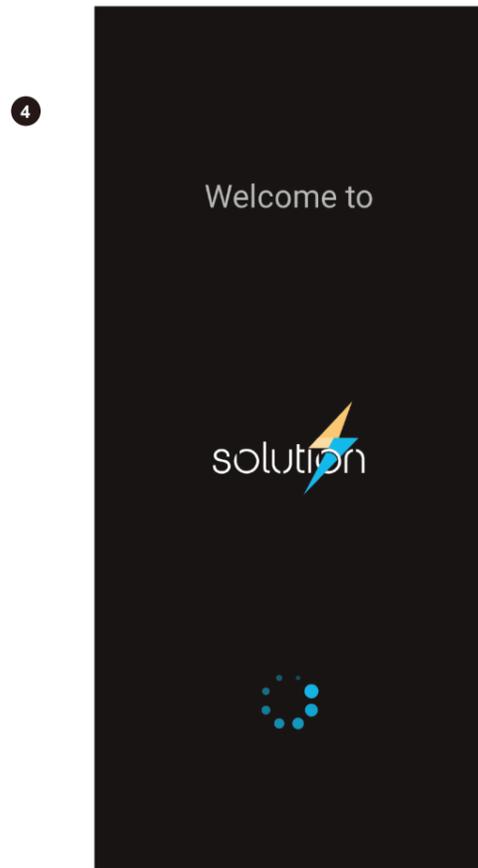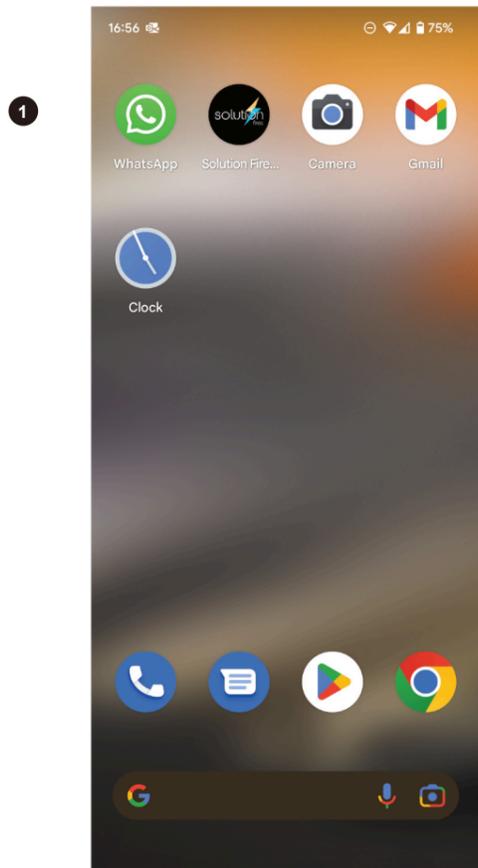
6. Once you have touched the "Submit" button having created an account or logged into your account, the Solution Fires App will start to search for your Solution LUX Fire.

7. Your Solution Fires App will find the fire you are trying to connect to and show it listed on the App screen. The fire will have a unique factory pre-set name similar to "SLE_LUX_#####". If your App does not find your fire then please refer to step 13 below.

6

Initial Setup
Searching for nearby fires

7

Initial Setup
Select your fire

SLE_LUX_0bf75

5

Create a solution account
A solution account is required to control your fires. Please create an account or sign into an existing account to continue.

Create an account

Already have an account?

5

A solution account allows you to save your settings to the cloud so they can be shared with your other controllers, devices and smart speakers

First name

Last name

Email address

Create a password

Retype password

◯ I have read and accept the terms & conditions

◯ I have read and accept the privacy policy

Submit

Cancel

Already have an account?

8. Select your fire and your app will then connect and this screen will appear.

9. You will now be directed through the process of connecting your fire to your Wi-Fi network. This screen will list available Wi-Fi networks including the one that your fire has created for this pairing process. Select your home Wi-Fi network that you wish to connect your fire to by touching its name on the screen. For iOS devices, the strongest Wi-Fi signal will be identified and you will be asked for the password for that network. If this is not the network you wish to connect to, then you must type in the name of your desired network manually and provide the password in the normal way. Take care to type accurately.
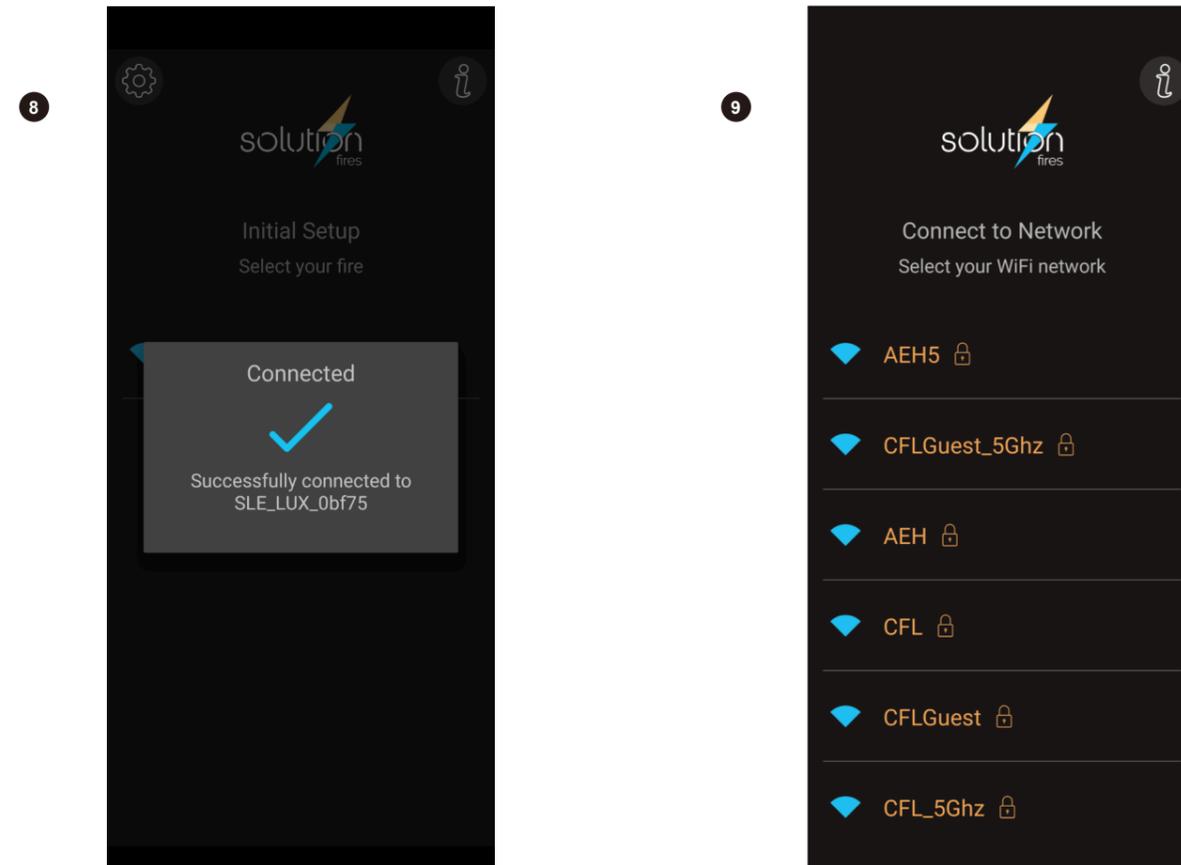

10. You will now be asked for the password to your Wi-Fi network. Touch the eye icon 👁 to review the password typed in.

11. Once connected you can turn on your fire and start to enjoy the wide array of features provided to you via the Solution Fire App. If your fire has not connected, please refer to section 13.

12. The App should now show the home screen. If your home screen does not update with the room temperature within two minutes and two dashes remain beneath the words "Room Temperature" it is likely that you have entered the incorrect password to your Wi-Fi. If this is the case, you will need to restart the process at section 13.

13. If you have been using your fire without an App or if you are waiting a long time and/or your app reverts to the Home screen, but you cannot control your fire then follow the next few steps. Make sure the Manual Power ON/OFF switch is in the "I" position. Turn on the fire using the fire ON/OFF button. Then press and hold the fire ON/OFF button or the ON/OFF button on the remote handset for 10 seconds. This prepares your fire for the pairing process. The LED will start flashing.


MANUAL CONTROL PANEL

FIRE ON/OFF BUTTON   HEATER   MANUAL POWER ON/OFF SWITCH

INDICATOR
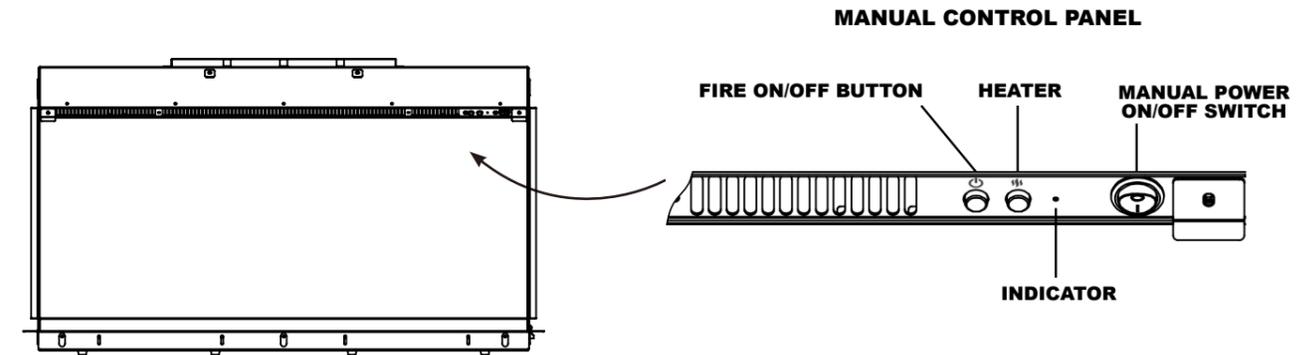
14. Open the Solution Fires Application and follow the instructions from point 5. When you arrive at the Home screen, your fire will take up to a minute to inform the app of the various settings of the fire – for example, the App may be presenting you with the Home screen as shown in point 12 where you can turn on the fire, when in fact the fire is already on. At this juncture, you could turn on the fire which will set the fire to the factory default setting. From that point on, you may start to enjoy the many control features.

NOTE: The LED indicator is illuminated red to indicate that power is on, but without Wi-fi connection.
The LED is illuminated green to indicate that power on and the fire is connected to Wi-fi.
The LED flashes to show that it is in Wi-Fi-pairing mode.
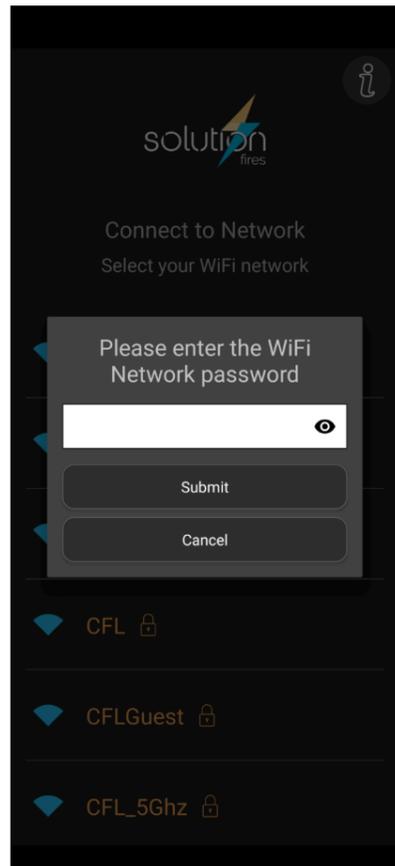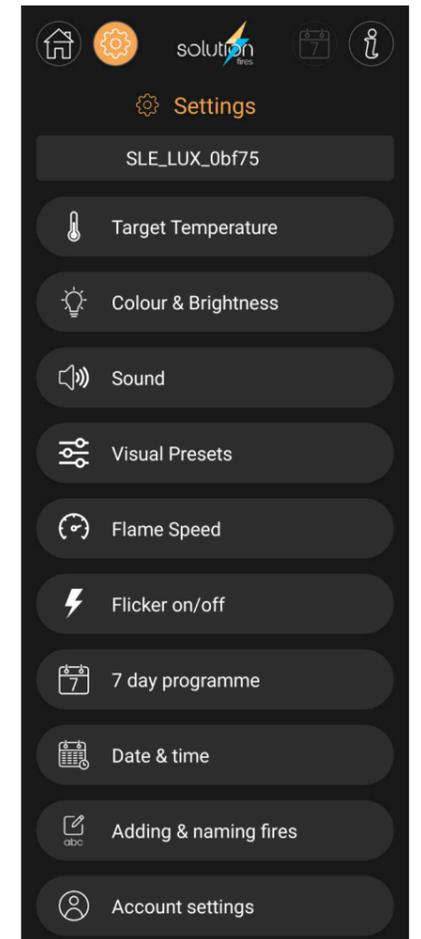
⑩

⑪
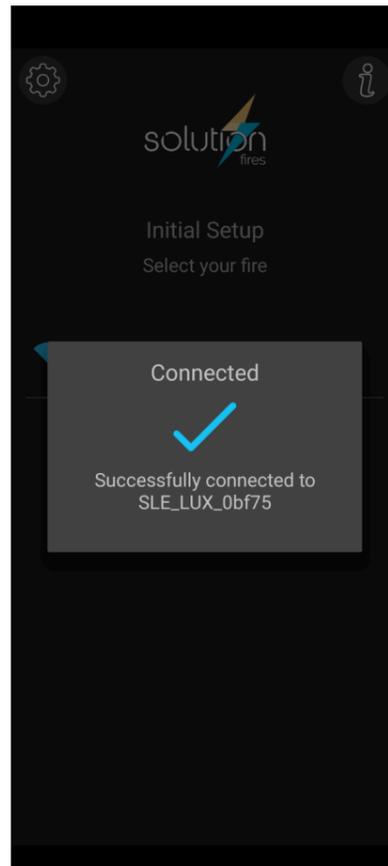
Naming Fires

15. You may want to change the name of your fire. To do this, touch the settings ⚙ button at the top of the Home screen.
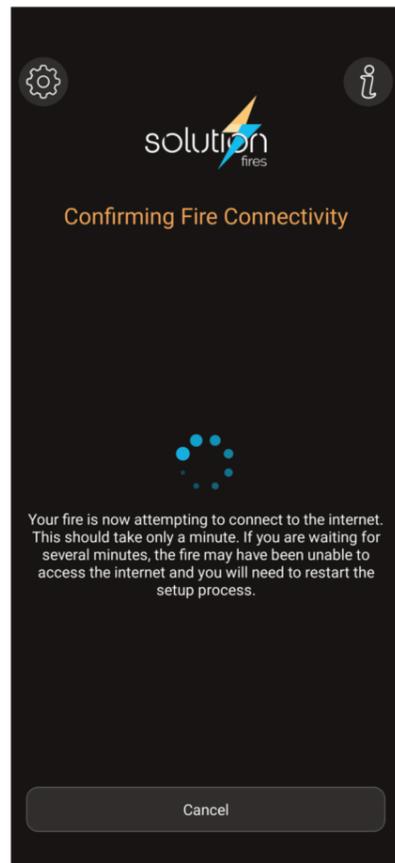
16. Select Adding & naming fires.

17. If you have more than one fire listed here you can rename them all one by-one. Touch the blue "pad and pencil" button adjacent the fire whose name you would like to change.
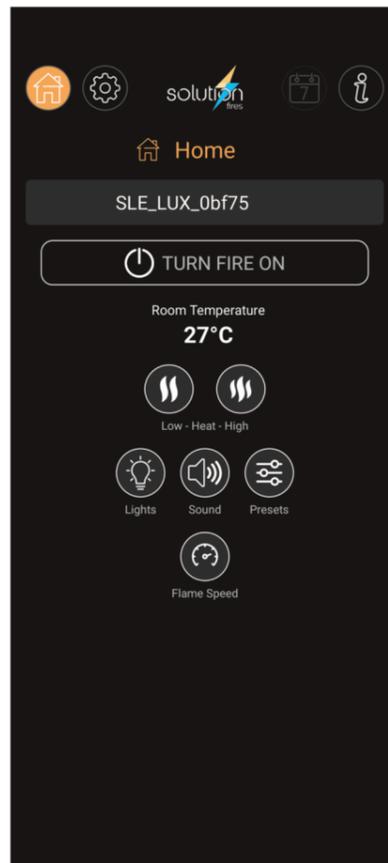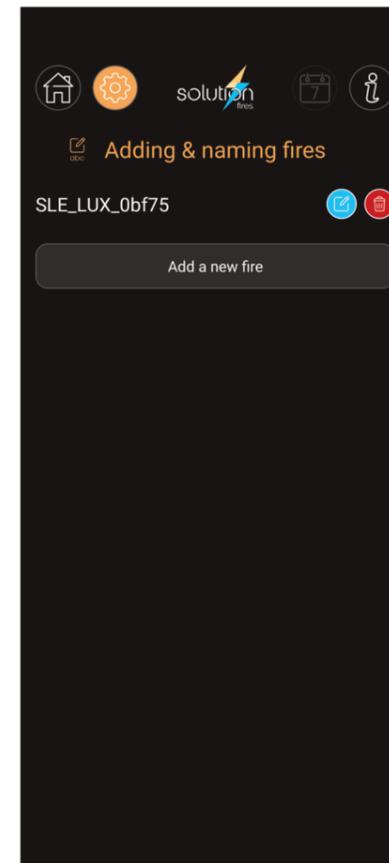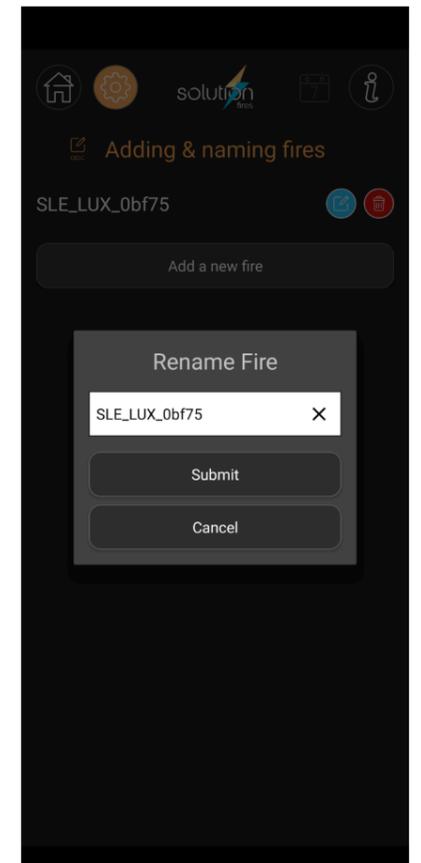
18. Type new name and then submit.
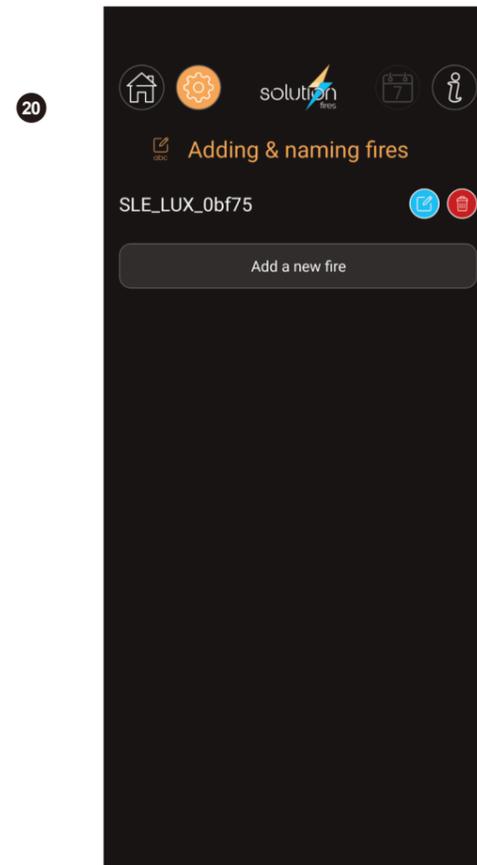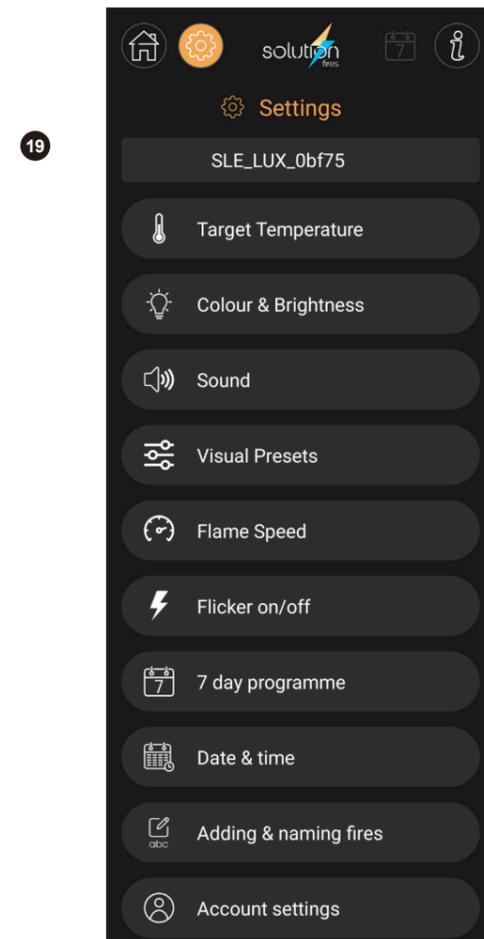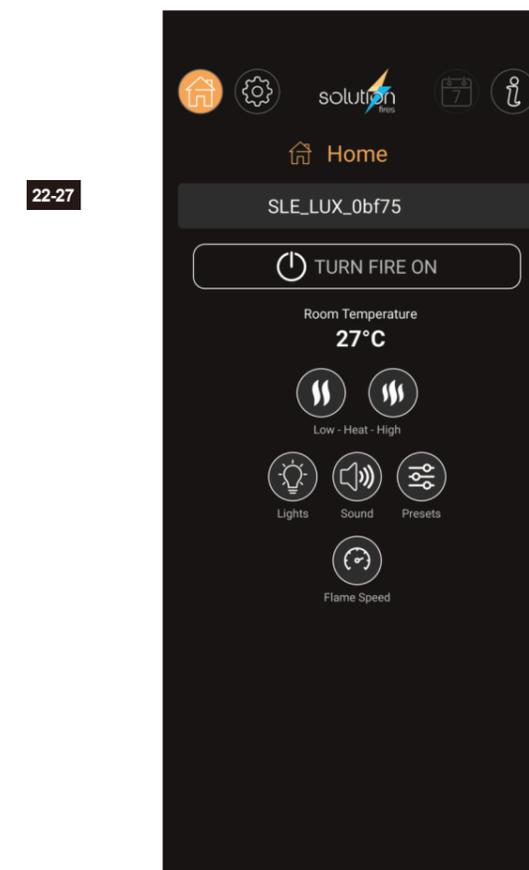
⑮

⑪

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⑰

Adding Fires

19. You may want to add another fire so that you can control up to 5 fires from your App. To do this, touch the settings ⚙ button at the top of the Home screen.

20. Select Adding & naming fires.

21. Select "Add a new fire" and follow the instructions from point 6 in the **Pairing your Fire** section of these instructions.

Home Screen Explained

22. Across the top of the screen, there are two icons/buttons each side of the Solution fires logo. To the left are the Home button and the Settings button. To the right are the 7-day timer button and the Instructions button.

a. The Home button will bring you back to this screen whenever you touch it.

b. The Settings button takes you to the settings menu from where you can select one of the seven main control features of your fire and administer your account.

c. The 7-day programmer button will be bright if you have set the 7-day timer function and is a short cut button to the screen where you are able to set the 7-day timer.

d. The ⓘ button takes you to the instructions for using your App.

23. Beneath the "Home" logo is the name of your fire. If you have paired your app to more than one fire, then there will be a small arrow to the right of the name. Touching this allows you to select from a drop-down list the fire you would like to control.

24. Room temperature is measured in the vicinity of the fire. When you first pair your fire and App, this may be blank as the app awaits a signal from the fire to confirm the room temperature. This may take up to one minute.

25. Manual heater buttons.

    a. Press ⏸ for 1kW of heat or ⏸ for 2kW of heat.

    b. If you would like your fire to be set-up to reach a room temperature of your choice, then please see section 28 of these instructions on setting Target Temperature. By activating the heater buttons from the Home screen, you override the Target Temperature feature if it has been set.

    c. If you have set the 7-day programmer, this will override both the manual heater buttons and the target temperature function.

26. Your fire is equipped with an energy saving device which detects if a door or window is left open by analysing if a sudden drop in room temperature occurs. If this does happen then your fire will automatically stop heating the room, the indicator light on the manual control panel will blink rapidly and a pop-up warning appears on your application. Follow the instructions on this screen to reset your heater.

❷❻
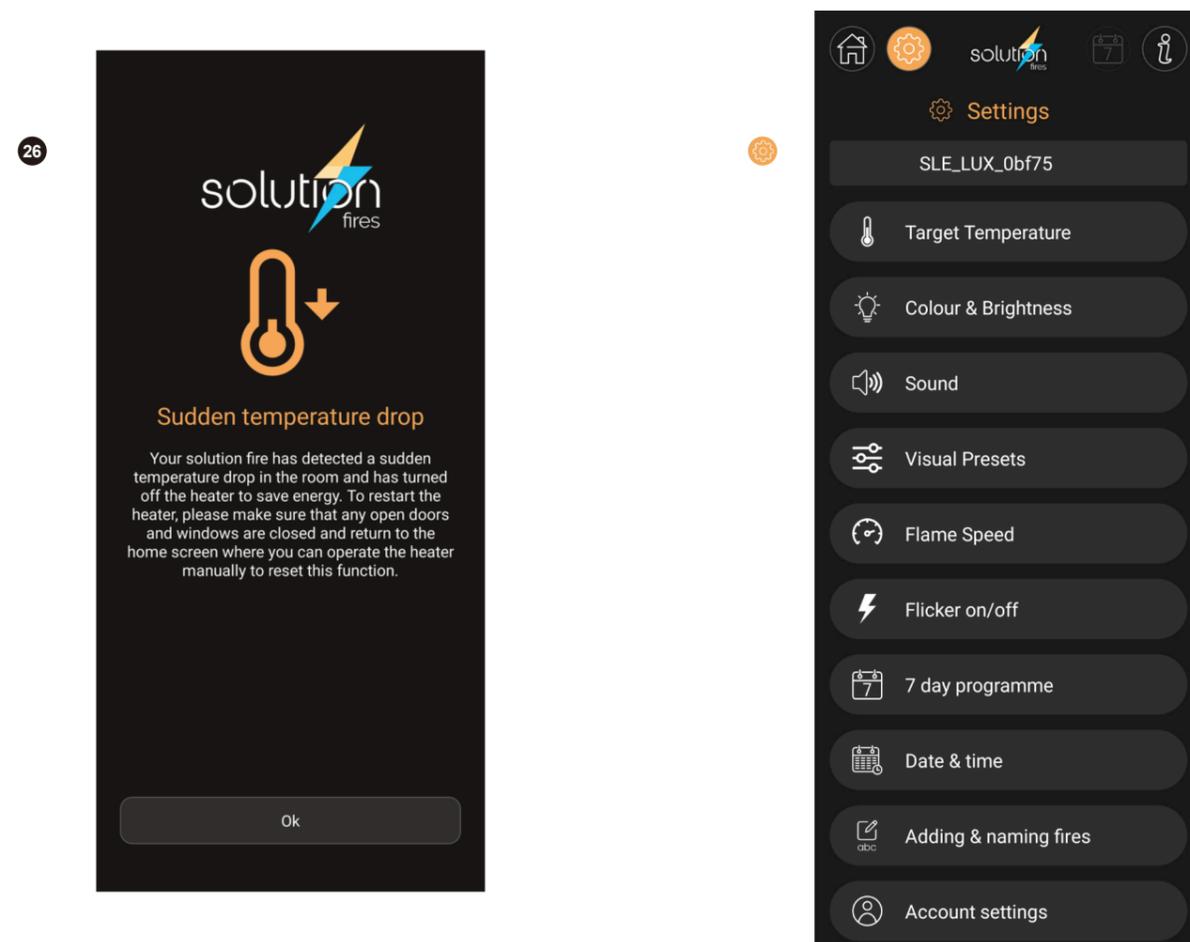
27. a. Lights – touching this button takes you to the screen where you can control the colour and brightness

(colour only for downlight) of the individual lighting elements of the fire. Please refer to section 30 of these instructions.

b. Sound - your fire has a factory pre-set of no sound. This can be adjusted from this button - see section 32 of the instructions.

c. Pre-sets - Choose from 7 different factory set fire settings. On the "Visual Presets" screen there is an eighth button which when touched allows you to change your fire to a set-up that you have chosen. Please refer to sections 29-31 of the instructions for more information.

Accessing Features via Settings Menu ⚙

(See previous page)

Target Temperature

28. When you first set up your app, the first time you visit this screen, you will see two dashes instead of numbers. This will change to your setting once you adjust the slider control. Set your desired target temperature for your room.

29. You can select a target temperature between 15°C (59°F) and 30°C (86°F). Once you have set this, your fire will automatically control its heater to warm your room to that temperature and maintain it around that temperature. Set the temperature by sliding the button along the line or by touching the + or – symbols. Save your target temperature as your Custom setting - this would then be activated when you select your "Custom Preset" from the "Visual Presets" screen – please see section 33.

NOTE - If you set a target temperature when using the 7-day programmer (section 34), that will not be reflected on this screen when your fire is under the control of your 7-day timer settings.

Colour and Brightness

30. Select your own colour and brightness settings for each element of your fire. You can also navigate directly to this screen from the Home screen.

31. Select the element of your fire that you would like to adjust – in this case the fuel bed has been selected. Adjust the brightness using the slider or the + and – symbols. Select one of the nine different colours. The "Scene Light" button will be only available if you have added the optional extra Scene Light kit to your fire. Save your light settings as your "custom preset" which would then be activated from the "Visual Presets" screen - please see section 33.

❷❽

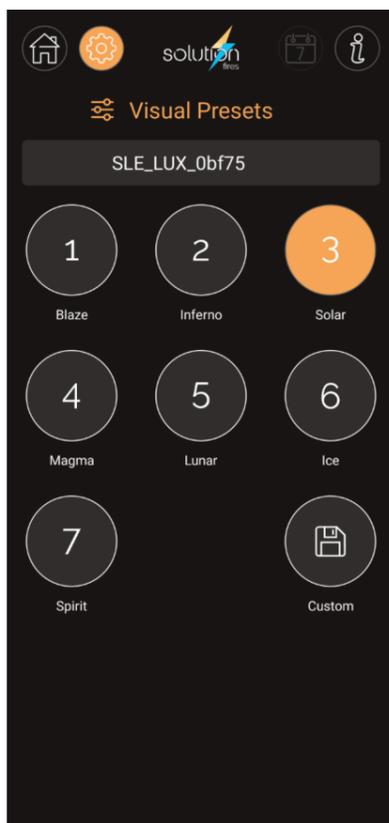

❸❶
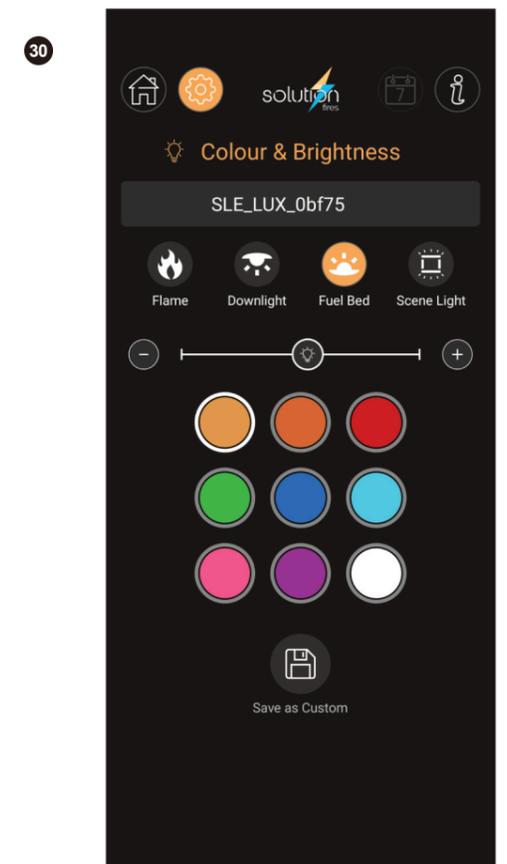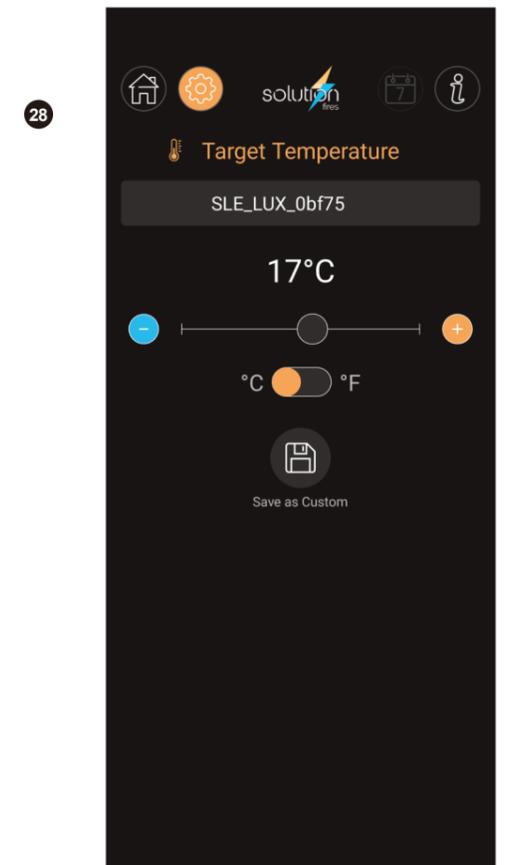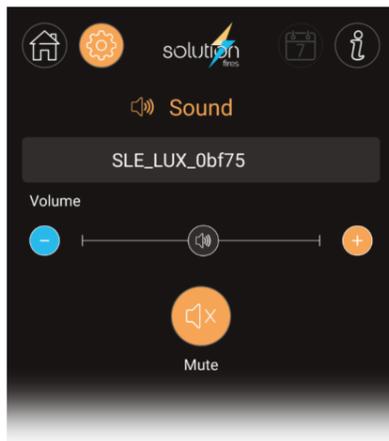
③②

Sound

32. Mute or adjust the volume of the sound of your fire.

③③

Flame Speed

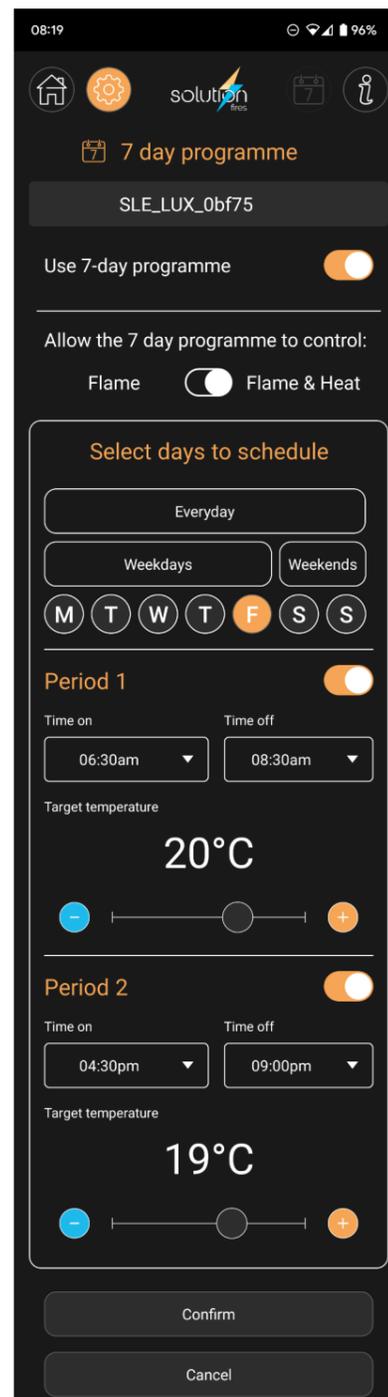**33.** Adjust the Speed of the flame effect.

③④

Visual Presets

34. Select any one of the seven factory set lighting schemes or your own Custom effect.

③⑤

7 Day Programmer

35. See detailed explanation on page 35.

7 Day Programmer (See image on previous page)

35. Your app will automatically take the day and time from your phone or tablet. If you are setting your fire up in a different time zone to the one your phone or tablet was set up in, then first select "Date & Time" from the Settings menu and choose the time zone your fire is located in. Now select "7 day programme" from the settings menu and proceed as follows:

a. Turn on the "Use 7-day programme"

b. Select whether you wish to control the flame picture only or the flame picture and the heating together.

c. Select the days you wish to control. There are "bulk" options of "Weekdays", "Weekends" or "Everyday" or you may wish to set each day separately by simply selecting the initial letter of the day you wish to set.

d. Now set the times at which you would like your fire to operate. ON/OFF for "Period 1" by touching the "time on" and "time off" boxes in turn.

e. Set the target temperature you would like your fire to heat the room to. This option will not appear if you have elected to control the flame picture only at 34b above.

f. If you would like to control your fire for a second period on the same day(s) then follow the same process for "Period 2".

g. It is essential to touch the "Confirm" button at the bottom of this screen to set the programme.

36. You will notice that any screen you navigate to once you have set the 7-day programmer will have the illuminated calendar icon at the top right-hand side of each screen. This is a quick reference for you to check if your fire has the 7-day programme set or not. You can touch the calendar icon to navigate quickly to the 7-day timer screen.

37. To cancel the 7-day programmer, turn off the "Use 7-day programme" switch and press the "Confirm" button. Your previous settings will be retained in case you would like to turn the 7-day programmer back on at some future stage.

38. To review your settings, return to the 7-day programme screen and touch each day in turn and review the settings for each day one-at-a-time. You may review one day's setting at a time allowing you to make fine adjustments to each day as you require.
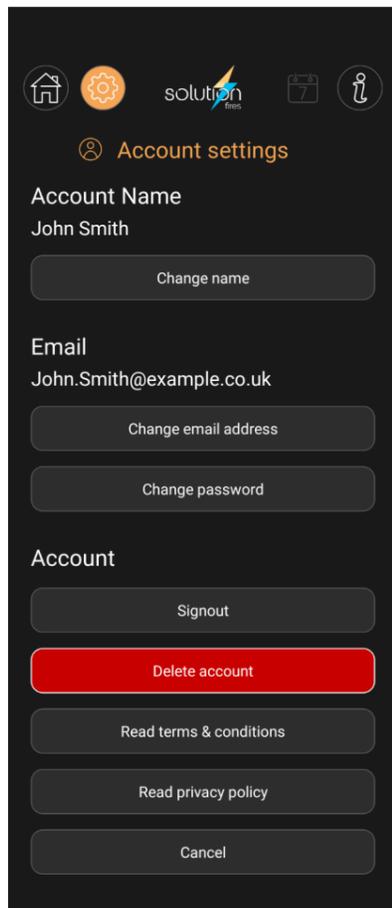
If you do make adjustments, please ensure that you "confirm" your new settings before exiting this screen.

Flicker Effect (See image on previous page)

39. The flicker effect for the fuel bed and downlight can be deactivated using the Flicker on/off function.

Account Settings

40. The Account Settings screen is reached by selecting that button from the Settings menu.

41. The features here assume that you are logged in to your account and are as follows:

You may change the name, email address and password of your account at any time.

a. Tap the "Change name" button to change first and second names.

b. Tap "Change email address" to change the registered email address. The email address here is the one to which e-mails to help you with forgotten passwords will be sent.

c. Tap "Change password" button to change your password. The level of security is entirely up to you.

d. To avoid others using your app to control your fire, you can "Sign out" of your account at any time.

e. You may decide to delete the account that you have set up. The main reason for this would be moving home.

f. Here you may refresh your memory regarding the Terms and Conditions and Privacy Policy by touching the relevant buttons.

g. "Cancel" takes you back to the Settings screen.

Smart Watch

Android Wear or Apple iOS

42. Having paired your smart watch to the device on which you have already installed the Solution Fire App, you will be able to control the key functions of your fire from your wrist.

43. Please do not forget that your smart device and watch need to be in the vicinity of each other for the smart watch to function correctly.

44. In the case of the Android Wear Watch you will need to add the app to it by accessing the Google Play Store and adding the Solution Fires app from the phone.

45. In the case of the Apple iOS watches (Version 1 is not supported) the app appears automatically on the watch app screen.

46. Firstly, open the App on your watch, then the functions that are controllable from your smart watch are:

a. ON/OFF
b. Heat - 1kW, 2kW, OFF (0.75kW, 1.5kW, OFF for LUX75, LUX75XH and LUX100)
c. Presets 1-7 (watch includes the custom preset if it has been programmed on your smart phone or tablet)

Amazon Alexa

47. Download the Solution Fires Skill onto your smart device you use to control Alexa. In order to use your Amazon Alexa to control your Solution Fire it is important that you link your Solution Fire with the Amazon Alexa app on your smart device.

48. There are two ways in which to ask Alexa to control your Solution Fire, Alexa will control only the first connected fire when there are multi-fire installations;

a. "Alexa, open Solution Fires" or "Alexa, Solution Fires"

b. "Alexa, [ask/tell] Solution Fires to... "

49. When you open Solution Fires, using option 46a, wait for Alexa to say: "Hi, how can I help?" within one or two seconds make your request from the list below. Alexa will confirm your request and then ask if she can help with anything else, at which point you can make further requests from the list below.

50. When you use the option 48b, add the request from the list below. You can make further requests from the request list after Alexa has confirmed your last request has been followed and has asked you: "Can I help with anything else?"

51. Some people have changed the name from "Alexa", in these cases please use the name you have chosen instead of "Alexa" in the examples above.

52. Request list;

1. "turn power [on/off]"

2. "turn [on/off]"

3. "turn [fire name] [on/off]"

4. "turn heater [on/off]"

5. "set heat level to medium"

6. "turn sound [on/off]"

7. "[mute/unmute] sound"

8. "turn volume [up/down]"

9. "change fire to [pre-set name]"

10. "set pre-set [pre-set name]"

11. "pre-set [pre-set name]"

12. "[pre-set name] effect"

13. "change colour to [pre-set name]"

14. "change pre-set to [pre-set name]"

15. "turn fire to [pre-set name]"

52. Request list continued;

Pre-set names are as follows, with alternatives to try in brackets;

1. Blaze
(orange, one, fire, flame, hot, default)

2. Inferno
(very orange, two, ignite, flare)

3. Solar
(yellow, three, sun, sol)

4. Magma
(red, four, very red, lava, volcano)

5. Lunar
(pink, purple, five, space, star, stars, orbit)

6. Ice
(frozen, freeze, six, glacier, chill, cold)

7. Spirit
(ghost, seven, ethereal, spectre)

8. Custom – once you have set it. Its default is "Blaze"
(my setting, eight)

53. Please refer to www.solutionfires.co.uk periodically to see if any new commands have been added.

FAQ relating to the Solution Fires App

1. Can I review the instructions from my app?

Yes, simply touch the information button at the top of your app screen and the instructions will then appear.

2. How do I know that my fire is ready to pair with my Wi-Fi network?

When you turn on your fire for the very first time, your fire will be broadcasting its own signal for you to connect to. If you are not sure, then use your phone or tablet to search for networks and if you see one called something similar to "SLE_LUX_3df4a", then you know that your fire is ready to connect. Do not connect directly to that network on your phone other than through the Solution Fire app. Now follow the instructions to connect the fire.

3. What should I do if my fire is not ready to pair with my Wi-Fi network?

Ensure the manual power button is switched to on (I), using the fire ON/OFF button indicated below, turn on the fire. Now hold the ON/OFF button on the fire or remote handset, for 10 seconds, to put the fire in its "broadcast mode", ready for you to connect. The LED indicator will start flashing (red if not already connected to a network, green if currently connected to a network. Now follow the instructions on page 25 and 26.

MANUAL CONTROL PANEL

FIRE ON/OFF BUTTON   HEATER   MANUAL POWER ON/OFF SWITCH

INDICATOR
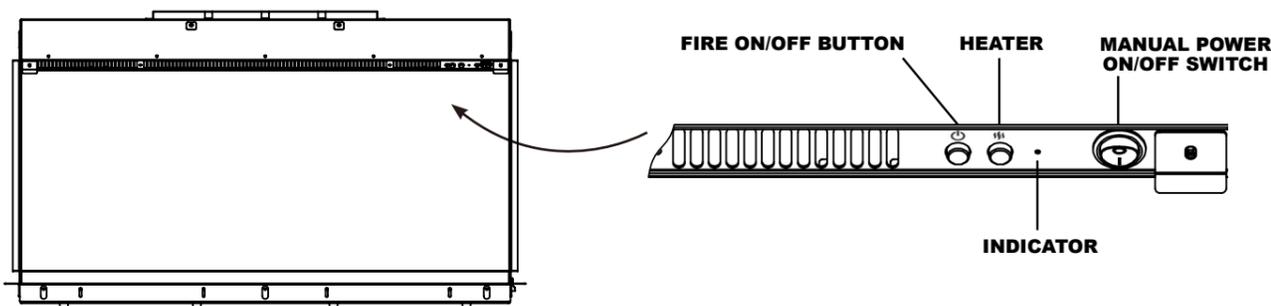
4. Must I allow the app to know my location for the app to work?

Yes, this is a requirement of the platforms the apps are built on and the app will not work unless you permit this. This information is not stored or used in any way by Solution Fires. Please refer to the Privacy Policy and Terms and Conditions for further information. You must enable notifications whilst using the app.

5. Do I need an account for my app to work?

Yes, it takes a few moments to set up an account with very little information required to set one up. Please refer to the Privacy Policy and Terms and Conditions for further information.

6. Must I agree to the Terms and conditions and Privacy Policy to be able to use the app?

Yes, there is a tick box to confirm your acceptance when you set up an. Please refer to the Privacy Policy and Terms and Conditions for further information.

7. Do I have to connect the fire to the 2.4GHz Wi-Fi signal in my home?

Yes, in common with most home appliances, the Solutions Fires range will connect only to the 2.4GHz signal from your Wi-Fi router. This is only important if your router has the 2.4GHz signal separated from the 5.0GHz signal.

8. Should my smart phone/tablet software be up-to-date?

Yes, please ensure you update your device software regularly.

9. My phone/tablet does not show the correct home Wi-Fi name for me to connect to, how do I resolve this?

This can occur if the signal of the desired network is weaker than another in your vicinity. In some cases your device may try to connect to the fire network for its internet access. When you have reached the stage in the set-up process described in the instructions where your app has identified the local Wi-Fi network to connect to, and it is not showing the correct one, simply tap the box where the name is listed and type in the correct one. TIP – it is worth using your phone/tablet to review the available networks before reaching this stage and noting down the name of your desired network - exactly the characters and spaces as it is shown, because any mistakes in typing it in will prevent your fire from connecting to your network. Please take care to type your password accurately.

10. My phone/tablet keeps trying to connect to the fire to access the internet, what should I do?

This can happen, depending on the setting of your device. Go to your settings and select the "SLE_LUX_#####" network and "forget" it by using one of the menus provided by your device. Once you have done this, you may have to completely reboot your device and restart the pairing process, following the instructions. Please take care to type your password accurately.

11. Can I view what I have typed in as my password?

Yes, touch the eye icon in the box where you are typing your password to review the password typed in. The app does not know if you have typed the password correctly or not and so will proceed to its next step of the connection until you find that you are unable to proceed any further.

12. Can I change my Solution Fires app account password?

Yes, navigate to the settings page of your app , select "Account settings", tap the "Change password" button and follow the instructions.

13. What should I do if I forget my Solution Fires app account password?

When you try to log in to your account there is an underlined "Forgot password" line at the bottom of the screen. By touching this you will be sent an e-mail to the e-mail address you previously registered and from that e-mail you will be able to reset your password. If a new password request has been inputted more than once, only respond to the first link that is sent to you from Solution to rectify. The link may take a few minutes to come through.

14. Is it normal for the red indicator light to blink?

Yes, this will happen if your Open Window Device has been detected. To reset this, ensure that the cause of the sudden drop in temperature has been resolved and then turn the heater on.

15. I have previously been able to control my fire using my app, why am I unable to now?

It is probable that your Wi-Fi signal is weak and has been lost or that your internet access via your router has been interrupted. To stop this it may be necessary to add a booster or improve your internet connection/broadband. You can try rebooting your router. It is also possible that you are using a different account to the one that set up the fire and the account you are using has not been set up. To set up the fire using another account, please follow the set-up procedure in the instructions.

16. Can a busy network affect the performance of my app?

For best results when controlling your fire your broadband connection should be stable and have sufficient bandwidth to allow speedy connection to the internet. It is possible that the speed of response is affected by heavy use of your Wi-Fi and local heavy 'traffic' at peak times of the day. It is also understood that weather can affect connection speeds.

17. What is causing the fire to take more than one or two seconds to follow the instructions of the app?

When using the app to set various features, occasionally there is a lag between the time you press the screen button and the signal reaching your fire. Further presses of other buttons will normally operate in the sequence you press them. However, if there are too many button presses in a short period of time the fire can miss an instruction. Simply wait a few seconds and try again if your fire is not responding to the setting you require. The lag can be caused by a number of issues including local network speed, age, version and some settings of devices in the control loop (phone/watch/tablet/operating system/router), Wi-Fi signal strength and local internet stability. Please check these. Often a reboot of your router and/or fire can help.

18. Why is my room temperature not updating on my app home screen?

If your home screen does not update with the room temperature within two minutes and two dashes remain beneath the words "Room Temperature" it is likely that you have entered the incorrect password to your Wi-Fi when setting up your fire. If this is the case, you will need to restart the process.

19. Is it possible to add another Solutions Fire to my app?

Yes, navigate to the settings page of your app , select "Adding & naming fires", tap the "Add a new fire" button and follow the instructions.

20. Can I rename my fire?

Yes, navigate to the settings page of your app , select "Adding & naming fires", tap the blue "pen and pad" icon adjacent the fire whose name you would like to change and follow the instructions.

21. Can I set a 7-day timer programme for my fire?

Yes, navigate to the settings page of your app , select "7 day programme" and follow the instructions. There is a short cut to this screen – at the top of any screen is a calendar button – touch that and you will be taken to the programme screen. Please remember to turn on the switch that says "Use 7-day programme" and "confirm" your settings at the bottom of the programming screen. Once you have done this, you will notice after a minute or two that the calendar button at the top of your app screen will highlight.

22. Is it possible to store my favourite settings so I can recall them at a later date?

Yes, once you have set your desired look and sound, press the "Save as custom" button at the bottom of any of the "Colour & Brightness", "Sound" or "Target Temperature" screens. You will then be able to revert to those settings from the "Pre-sets" screen by touching the "Custom" button.

23. Can I set independently the colours and brightness of the different lit elements of my fire?

Yes, navigate to the "Colour & Brightness" screen from the "Home" screen by touching the "Lights" button. Here you can adjust the colours by touching the relevant colour selection button, of the flame, fuel bed, down lights and scene lights (if fitted). Here you can also adjust the brightness of the flame, fuel bed and scene lights (if fitted) by using the slider control on the screen or by touching the "+" or "-" buttons at the end of the slider. Once set, you can save your bespoke fire settings as your custom setting – please see instructions for more information.

24. Can I adjust the volume of the fire sound coming from my fire?

Yes, simply navigate to the "Sound" screen from the "Home" screen by touching the "Sound" button. Here you can mute the crackling sound of your fire or, when it is not muted, adjust the volume of the sound by using the slider control on the screen or by touching the "+" or "-" buttons at the end of the slider.

25. Are there some pre-set fire settings for me to review?

Yes, these can be reviewed by touching the "Pre-sets" button on the "Home" screen and selecting one of the buttons on that screen.

26. Can my smart watch control my fire?

Yes, once you have paired you fire with the phone or tablet that is connected to your smart watch you can select the app on your smart watch as per the instructions for your smart watch. Using your smart watch you can control the fire on/off, mute the sounds, select pre-sets and turn on and off the heater.

27. What should I do if my smart watch stops controlling my fire?

Your watch may sometimes cease to control your fire because the signal between your watch and phone has been interrupted. This can be due to the distance between your watch and phone. It can also be due to your phone optimising its battery usage. Your phone is likely to be optimising its battery usage when its charge has reached about 20% or less. When optimising, the phone will divert battery power to other, more essential functions. You may be able to adjust your optimisation settings on your phone. Alternatively a solution is to charge your phone and double check the connection between your phone and watch.

28. Can I control my fire using Alexa?

Yes, open the Amazon Alexa app on your device and search for the Solution Fires skill and link your account to the Solution Fires account you have set up in your app, then try some of the commands listed in the instructions. For example: "Alexa, [ask/tell] Solution Fires to change colour to pink"

29. Will the app be updated occasionally?

From time-to-time improvements will be introduced – please refer to the www.solutionfires.co.uk website for updates to these instructions.

30. Can I use the remote control handset at the same time as the app?

Please note that the remote control handset supplied with your fire and the app work independently of each other. As such neither handset will be able to receive feedback from the other, therefore whichever handset is used your last settings in that handset will be sent to the fire. This can mean after using your app, when you ask the heater to come on with the remote control your fire colours may change to the last ones set in the remote control if they are different from those colour set by the app last time.

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