

**HOLBURY ELECTRIC SUITE  
INSTALLATION & USER INSTRUCTIONS  
870, 1200 & 1600 SIZES**

**EN**

**BRITISH  
FIRES**



# WELCOME TO BRITISH FIRES



## // TABLE OF CONTENTS

Section	Contents	Page
1.0	Important Notes	01-02
2.0	Installation Requirements	02
3.0	Appliance Data	03
4.0	Component Checklist	04
5.0	Site Requirements	04
6.0	Clearances To Combustibles	05
7.0	Unpacking The Appliance	05
8.0	Preparing the Appliance - Altering Corner Bracket Position	06
8.1	Preparing the Appliance - Securing Fuelbed, Blanking & Cover Plates	07-09
9.0	Installation	10-14
10.0	Pairing the Remote Control	15
11.0	Operating the Appliance	16-19
12.0	Safety Cut-Out System	20
13.0	Cleaning and Maintenance	20
14.0	Troubleshooting Guide	21
15.0	Spare Parts List	22-24
16.0	Two Year Limited Warranty	25
17.0	Dimensions	27

## // 1.0 IMPORTANT NOTES

Important – these instructions should be read carefully and retained for future reference.

**When using this electrical appliance, basic precautions should be followed to reduce the risk of fire, electric shock and injury to person, including the following**

**1)** Read all instructions before using this heater.

**2)** This heater is hot when in use. To avoid burns, do not let bare skin touch hot surface. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, paper, and clothes at least 3ft (0.9m) away from the front heater

**3)** Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.

**4)** Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.

**5)** Do not use outdoors.

**6)** To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel (or operate internal disconnect switch if provided).

**7)** Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.

**8)** To prevent a possible fire, do not block air intakes or exhaust

in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.

**9)** A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.

**10)** Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.

**11)** Heater includes an audible or visual alarm to warn that parts of the heater are getting excessively hot. If the alarm sounds (or illuminates), immediately turn the heater off and inspect for any objects on or adjacent to the heater that may have blocked the airflow or otherwise caused high temperatures to have occurred.

**DO NOT OPERATE THE HEATER WITH THE ALARM SOUNDING OR ILLUMINATING.**

**12) SAVE THESE INSTRUCTIONS**

This heater must be used on an AC supply only and the voltage marked on the heater's rating label must correspond to the

supply voltage.

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

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 user maintenance

**CAUTION:** Some parts of this appliance can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

Check that all parts included are intact and not damaged. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Never use the appliance if the cord or any part of the appliance shows signs of damage. The heater must not be located immediately below a socket-outlet.

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

**WARNING:** In order to avoid overheating, do not cover the fan of the heater.

DO NOT use this heater with a programmer, timer, separate remote-control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.

**CAUTION:** In order to avoid a hazard due to inadvertent

resetting of the thermal 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.

**WARNING:** This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

Keep furniture, pillows, curtains and other fabric materials away from appliance.

DO NOT leave the appliance unattended during use.

DO NOT run the mains cable under carpets, rugs etc.

DO NOT cover or obstruct the heater in any way. Overheating will result if it is accidentally covered. Never immerse the appliance in water or any other liquids.

DO NOT use the appliance outdoors.

Before cleaning the appliance, ensure it is unplugged from the power and that it is completely cool. DO NOT clean the appliance

with abrasive chemicals.

Never use accessories that are not recommended or supplied by the manufacturer. It could cause danger to the user or damage to the appliance.

DO NOT insert or allow foreign objects to enter the inlet or outlet vents as this may result in electric shock, fire or damage to the appliance.

DO NOT install the fire using an extension cord. Unplug from the mains supply if the appliance is not to be used for long periods.

DO NOT use this appliance in an open flue.

This appliance is only suitable for well-insulated spaces or occasional use.

## // 2.0 INSTALLATION REQUIREMENTS

The appliance is supplied with a pre-wired three pin plug (13 Amp fuse rated) and 1.8 metres of electrical cable. It is therefore necessary for a suitable electrical socket to be located within this distance and be easily accessible. This appliance is suitable for installation in static holiday/park homes. The appliance may be hard wired into a fuse spur, providing that the fuse spur is external to the installation and easily accessible, this must be carried out by a service agent or competent person, such as a qualified electrician.

### // WARNING:

Before enclosing the appliance, test the power in situation in order to ensure the power to the appliance working properly.

## // 3.0 APPLIANCE DATA

New Forest Electric Fire	
Weight	NF870: 25.6kg NF1200: 50kg NF1600: 65kg
Supply Voltage & Rating Power	220-240V AC, 50Hz
Fuse Ratings	10 Amp
Heating Elements	1260-1500W
Lighting	LED

Item	Symbol	Value	Unit
<b>Heat Output</b>			
Nominal heat output	P <sub>nom</sub>	1.5	KW
Minimum heat output (indicative)	P <sub>min</sub>	0.75	KW
Maximum continuous heat output	P <sub>max, c</sub>	1.5	KW

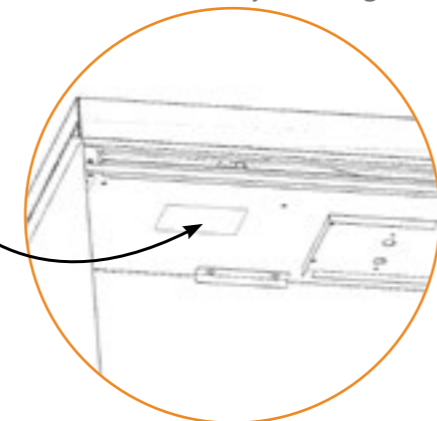
Auxiliary electricity consumption			
At nominal heat output	e <sub>lmax</sub>	0.0	KW
At minimum heat output	e <sub>lmin</sub>	0.0	KW
In standby mode	e <sub>lSB</sub>	0.0	KW

Item	Unit
<b>Types of heat input, for electric storage local space heaters only</b>	
Manual heat charge control with integrated thermostat	N/A
Manual heat charge control with room and/or outdoor temperature feedback	N/A
Electronic heat charge control with room and/or outdoor temperature feedback	N/A
Fan assisted heat output	N/A

Type of heat output/room temperature control	
Single stage heat output and no room temperature control	No
Two or more manual stages no temperature control	No
With mechanical thermostat room temperature control	Yes
With electronic room temperature control	No
Electronic room temperature control plus day timer	Yes
Electronic room temperature control plus week timer	Yes



The data label, including the model and serial number, can be found inside the fire underneath the heat assembly housing.



Item	Unit
<b>Other control options</b>	
Room temperature control with presence detection	No
Room temperature control with open window detection	Yes
With distance control option	No
With adaptive start control	No
With working time limitation	No
With black bulb sensor	No

This fire is fitted with Light Emitting Diode's (LEDs) in place of conventional bulbs. LEDs generate the same light levels as conventional bulbs, but use a fraction of the energy consumed.

## // 4.0 COMPONENT CHECKLIST

Quantity	Description
1	Heater unit
1	Remote control handset
1	Deluxe Real Log fuelbed
2	AAA batteries
1	Centre-slip
2	Internal side panels
1	Front fascia
12	Firebox Screws
8	Fixing screws
8	Wall plugs
2	Suite fixing brackets
4	4 x 16mm fixing bracket screws
2	Flame blanking plates
1	Cover plate

### // IMPORTANT

Please read completely through the instructions and verify that all listed parts are present before assembly.

## // 5.0 SITE REQUIREMENTS

It should be noted that the appliance creates warm convected air currents. These currents move heat from the room surroundings to, and up the wall surfaces adjacent to the heater.

If the appliance is to be secure on a dry wall or a timber framed construction then the integrity and ability of the wall to secure the appliance must be confirmed. It is important in these circumstances that any vapour barrier and/or structural members of the house frame are not damaged.

If you are unsure of the ability of the wall to secure the appliance and/or which type of wall fixing to use, you should take professional advice and obtain the correct fixings. Alternatively, find a more suitable wall location.

- DO NOT run the supply cable under carpets.
- DO NOT site in a position where curtains or drapes could cover the appliance, or other soft materials could cover e.g. below a coat rack.
- DO NOT site behind an opening door where mechanical impact/damage could occur.
- DO NOT site where the supply cable would become a trip hazard.
- DO NOT sit, stand or forcefully pull on the appliance.
- DO NOT obstruct, cover or force items into the openings.
- DO NOT use the heater to dry clothes.
- DO NOT site/use in an outdoor location(s).

It is important that the following clearances are maintained from the appliance to combustible materials. These clearances are dependent on the securing location as defined on the following pages.

## // 6.0 CLEARANCES TO COMBUSTIBLES

The minimum distance to the front of the appliance is three feet (900mm).

There are no clearances for above or to the side of the appliance, apart from being clear of curtains and drapes for a flush wall installation.

If the stud wall immediately above the heater of the appliance protrudes in front of the appliance rather than finishing flush, then the over hanging section of the installation must be made from a non-combustible material, such as calcium silicate.

\*See page 16 for more details

## // 7.0 UNPACKING THE APPLIANCE

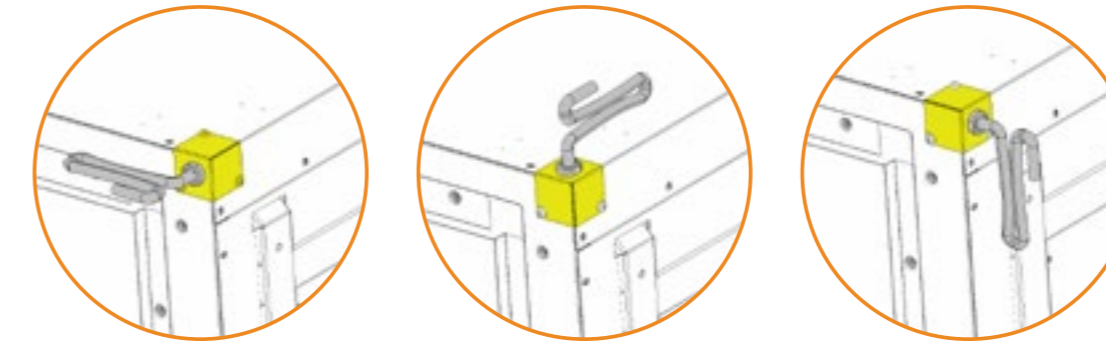
**Before starting the installation of this fireplace, please read the following:**

- 1) The installation should be carried out by two adults to avoid injury or damage. If for any reason it is considered too heavy, please obtain assistance.
- 2) When lifting the electric appliance, always keep your back straight. Bend your legs and not your back. Avoid twisting at the waist. It is better to reposition your feet.
- 3) Avoid upper body and top heavy bending. Always bend from the knees rather than the waist. Do not lean forward or sideways while handling the appliance.
- 4) Always grip the appliance with the palm of the hand – do not use the tips of fingers for support.
- 5) Always keep the appliance as close to the body as possible. This will minimize the cantilever action.
- 6) Use gloves to provide additional grip.
- 7) Unpack the package and lift the appliance gently out of the box. Put it on a flat surface with the front panel facing forward.

## // 8.0 PREPARING THE APPLIANCE ALTERING THE CORNER BRACKET POSITION

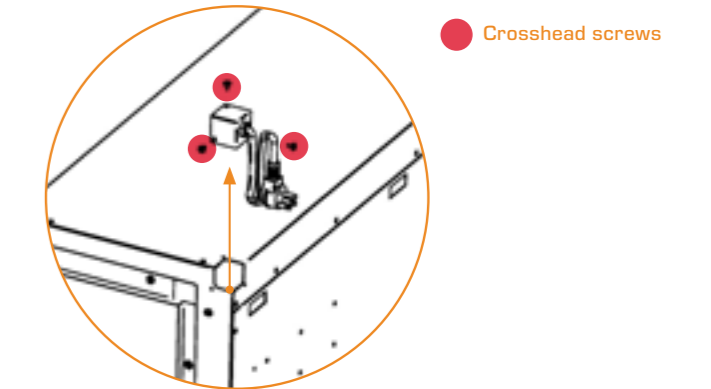
### Different corner bracket orientations

Select which orientation the power cable would suit the installation best.



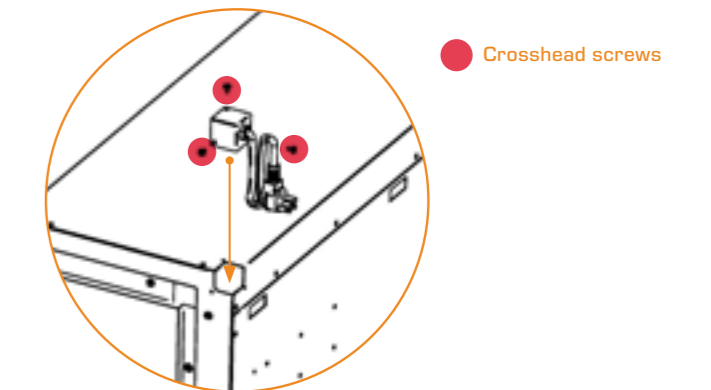
### Removing the corner bracket

Remove the three (3x) screws holding the corner bracket into position on the rear right hand side of the appliance with a cross headed screw driver.



### Reinstalling the corner bracket

Once the preferred position has been selected, screw the three (3x) screws back into position, securing the corner bracket into place.



### // CAUTION

This appliance is heavy. Always seek assistance whilst unpacking and/or during installation. Please read all the instructions before continuing to unpack or install appliance.

### // ATTENTION:

Corner brackets can be found in the styrofoam cap. Blanking plates and trims are located attached below to the base styrofoam in the packaging carton.

## // 8.1 PREPARING THE APPLIANCE

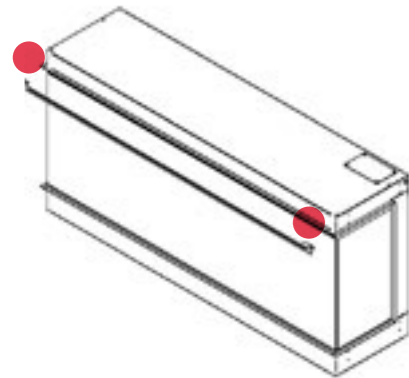
### SECURING FUELBED, ADDING BLANKING PLATES AND COVER PLATE

We strongly recommend that two people are used to remove the glass, both using protective gloves.

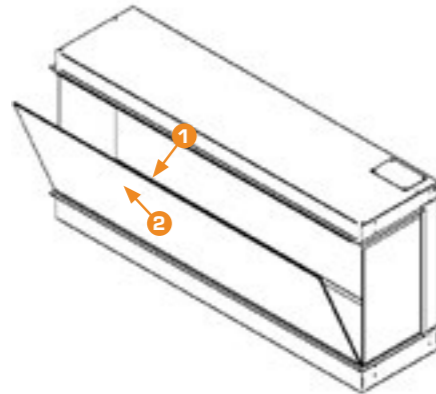
Ensure the glass is supported at all times.

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

● Crosshead screws



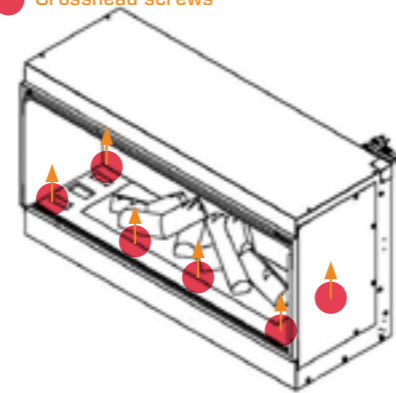
2) Next, gently pull the glass towards you (1), ensuring you have full support of the glass. Lift the glass up and out (2) from the appliance and place the glass on a soft, flat surface on the floor.



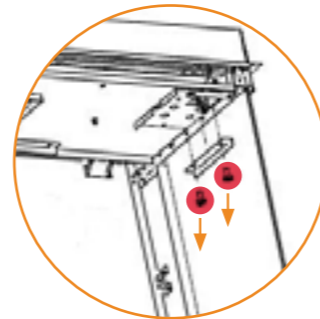
3) Using a cross headed screw driver remove the screws holding the fuel bed into position and place the fuel bed to one side.

Holbury 870: 6 screws  
Holbury 1200: 8 screws  
Holbury 1600: 9 screws

● Crosshead screws

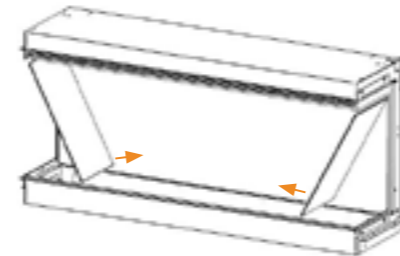


4) Unscrew the top clamps from each side of the side glass.



5) Carefully remove the side glass panels from each side, lifting from the bottom, inwards 75 mm then down to release then place both pieces of glass safely to one side.

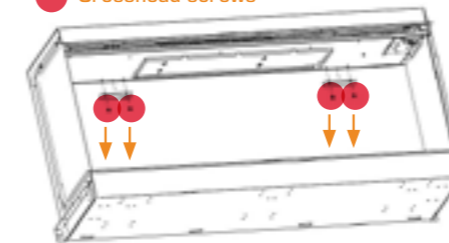
We strongly recommend that protective gloves are worn when handling glass.



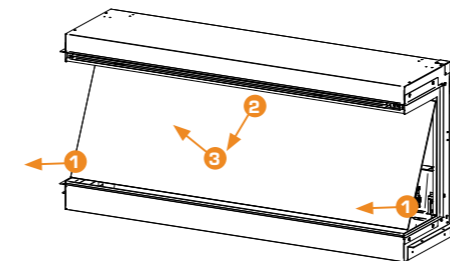
6) Unscrew the clamps on each side at the rear top of the appliance to release the rear glass.

Ensure the glass is supported at all times.

● Crosshead screws

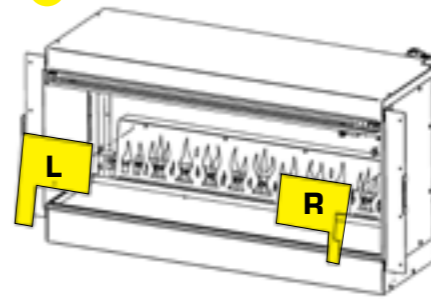


7) Carefully remove the rear glass from the rear of the appliance by gently pulling the glass towards you at the bottom 75 mm then down and out to release and then place the glass safely to one side.



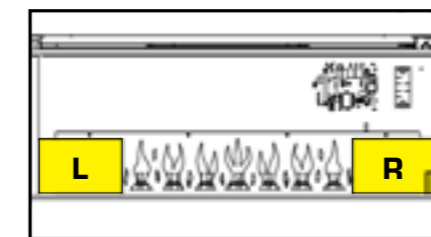
8) Locate the two blanking cards, the right hand side and left hand side. On the rear of these blanking cards there is double sided tape, the tape will need to be peeled off.

● Blanking Plates

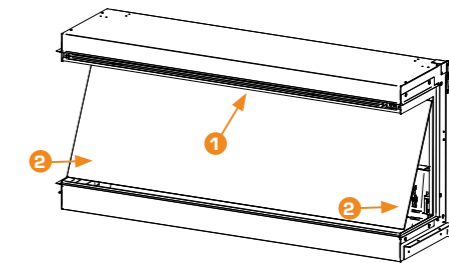


9) Locate the blanking cards on their respective sides.

● Blanking Plates

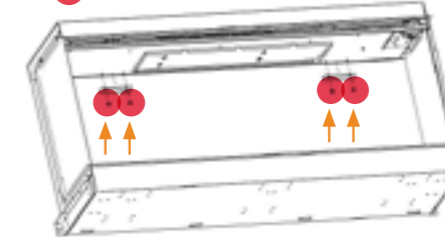


10) Carefully insert the rear glass into the rear of the appliance, in at the top first then in at the bottom.



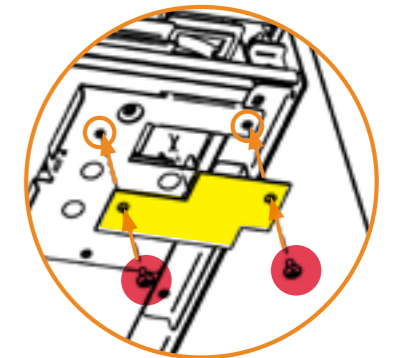
11) Screw the clamps back into each side at the rear of the appliance, clamping the glass in position.

● Crosshead screws



12) Remove the two highlighted screws that are located to the left and the right side of the gap and remove them using a crossheaded screw driver, offer the cover plate into position, lining the holes up, then screw the 2x screw back into position, securing the cover plate in place.

● Crosshead screws



#### // ATTENTION:

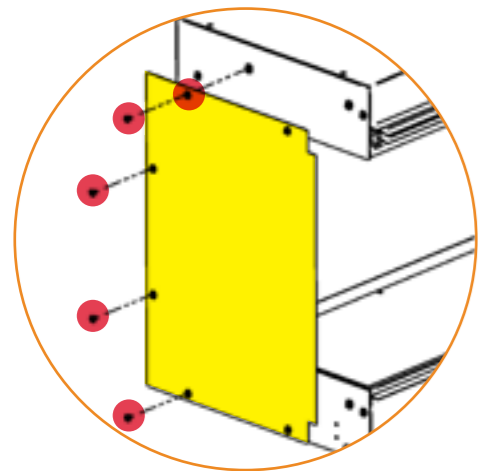
Blanking plates and trims are located attached below to the base styrofoam in the packaging carton.

**PLEASE ENSURE THE PRODUCT IS TURNED OFF BEFORE HARD-WIRING**

## // 8.1 PREPARING THE APPLIANCE CONTINUED

**13)** A blanking plate will need to be installed at each end of the appliance, offer the blanking plate up to the side of the appliance and ensure that all of the holes in the blanking plate line up with the holes on the side of the firebox. Once in the correct position, screw the four firebox screws with a cross headed screw driver into position us the same process for both sides

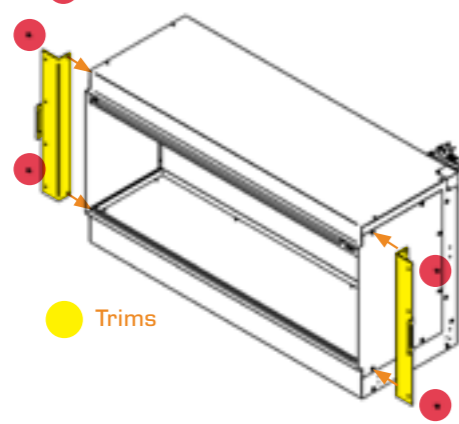
● Crosshead screws



● Blanking Plates

**14)** Install the two fixing brackets to the sides of the appliance by lining the holes in the fixing brackets with the corresponding holes in the firebox, then screw the four 4 x 16mm screws into position, attaching the brackets in place.

● Crosshead screws

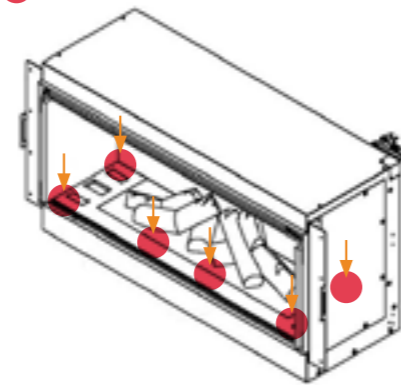


● Trims

**15)** Place the fuel bed into the appliance, lining up all of the screw holes, using a cross headed screw driver screw the six fuel bed screws into place.

Holbury 870: 6 screws  
Holbury 1200: 8 screws  
Holbury 1600: 9 screws

● Crosshead screws



### // ATTENTION:

Blanking plates and trims are located attached below to the base styrofoam in the packaging carton.

## // 9.0 INSTALLATION

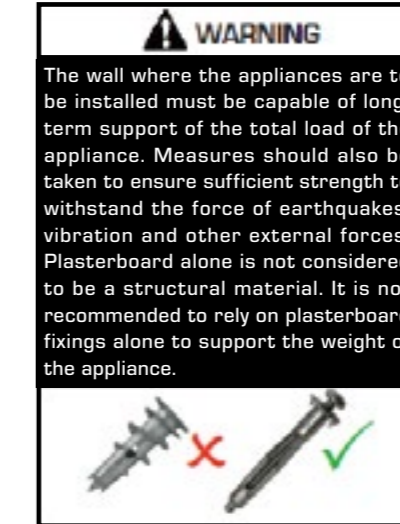
British Fires assumes absolutely no responsibility for injuries and damages that may occur due to improper installation or handling.

Remove any protective film coatings from the finished/decorative surfaces of the appliance, if any. After having selected the final position of the appliance taking into account the integrity of the wall the electric appliance may be secured to the wall.

To ensure customer safety, be sure to design the installation so that the strength of both the wall and any wall fixings used are sufficient. Do not block the ventilation holes of the appliance. The wall onto which the appliance/stud wall is installed must be flat. Install only on a vertical surface. Avoid sloped surfaces. Installation onto anything other than a vertical wall may result in fire, damage or injury.

If the appliance/stud wall is to be mounted on a dry wall or a timber framed construction wall then efforts should be made to fix into two or more wooden studs, or supporting wooden members of the wall using the fixing screws provided. If this is not achievable then the wall should be strengthened using appropriate building materials.

Check that the correct wall plugs are used for the type of wall that the stud work is being connected to. Ensure the plug or fuse spur is fully accessible. The



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

stud wall MUST include a header at the dimensions, highlighted on the following pages. This is to ensure that the weight of the finished wall is not resting on top of the appliance.

The power inlet cable can be installed through your choice of two locations on the top, right hand corner of the appliance. Each can be accessed through one removable plate.

This appliance should be positioned on a firm level surface and in a clean 'dust free' environment. If fitted into an open chimney, the chimney must be blocked off to reduce the risk of draught and damp through the fire, which may cause the safety cut out system in the fan heater to operate.

The base of the opening/stud work must be able to take the full weight of the appliance.

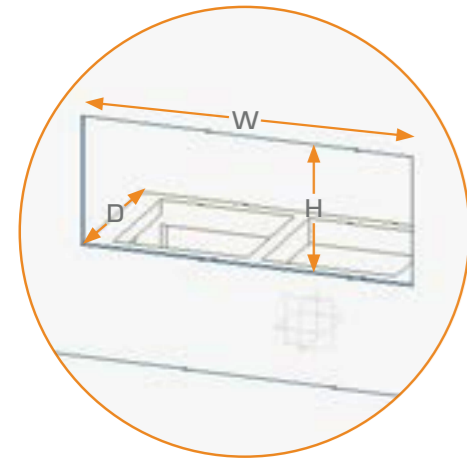
Once the frame work has been constructed and secured to the wall and the appliance is in its end position, ensure that there is power to the appliance before any cladding/plasterboard is installed.

### // WARNING:

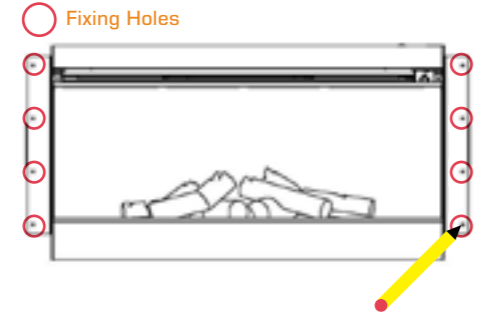
Before enclosing the appliance, test the power in situation in order to ensure the power to the appliance working properly.

## // 9.0 INSTALLATION

The fixing brackets mount onto the front surface of the false chimney breast. Ensure the cut out is to the correct width so you are able to screw through the fixing bracket and into the wall, securing the appliance. The stud work must support the full weight of the appliance, The fixing brackets are to secure the appliance to the wall, not to support the appliance.

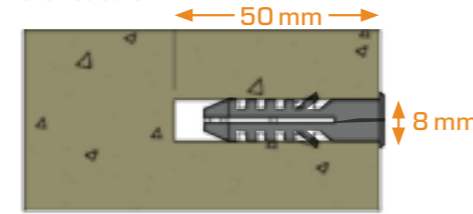


Once the cutout has been made, offer the appliance into position, ensure the appliance is in it's final position then mark with a pencil the eight fixing holes onto the wall.



Remove the appliance from position and drill the appropriate drill size in the eight marked positions, to the correct depth.

**PLEASE NOTE:** Before drilling into wall, always check that there are no hidden wires, pipes, etc. Make sure that the screws and wall plugs supplied are suitable for securing the unit to the surface. Consult a qualified person if you are not sure.

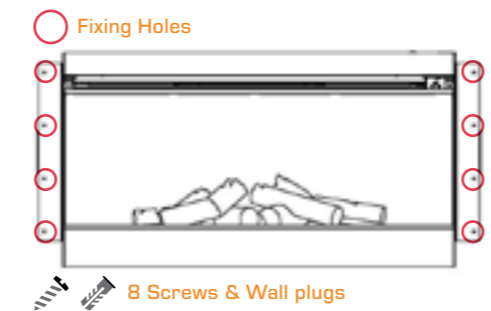


Holbury 870 Cutout Dimensions		
Height	Width	Depth
475 mm (±10mm)	887.5 mm (±27.5 mm)	300 mm

Holbury 1200 Cutout Dimensions		
Height	Width	Depth
575 mm (±10mm)	1187.5 mm (±27.5 mm)	300 mm

Holbury 1600 Cutout Dimensions		
Height	Width	Depth
575 mm (±10mm)	1587.5 mm (±27.5 mm)	300 mm

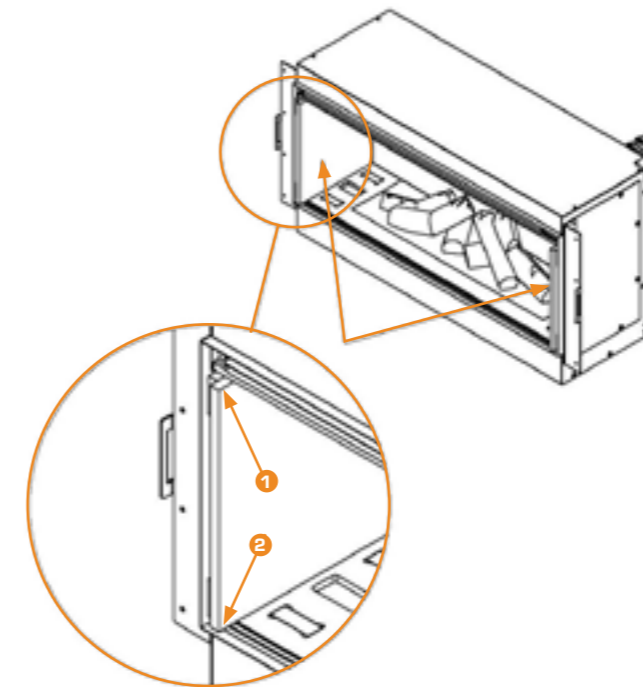
Plug the appliance in and ensure the appliance operates correctly, please see section 10.0 to pair the remote control. Ensure not to trap the power cable when offering the appliance back into position, line the eight holes in the fixing bracket with the eight wall plugs in the wall.



Once aligned screw the appropriate wall fixing screws into position, securing the appliance into place.

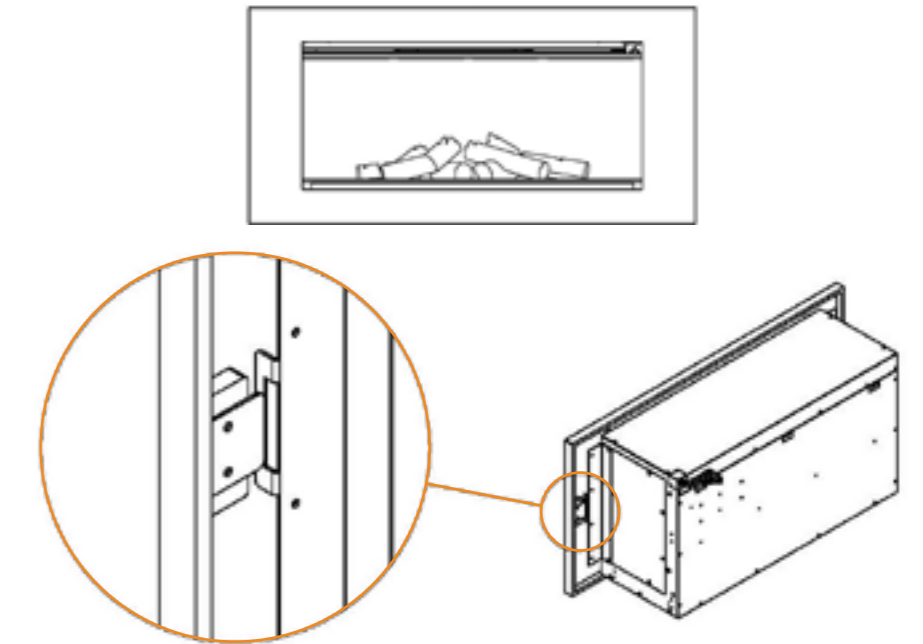
Install the internal side panels into the appliance by inserting them into each side of the appliance, with the top going in first, followed by the bottom.

**PLEASE TAKE CARE NOT TO SCRATCH THE REAR GLASS!**



Ensure the front fascia is in the correct orientation, with the "T" on the rear face at the top. Carefully offer the front up to the fixing brackets on the appliance.

**ENSURE YOU DO NOT SCRATCH THE WALL WITH THE REAR OF THE FRONT FASCIA!!**

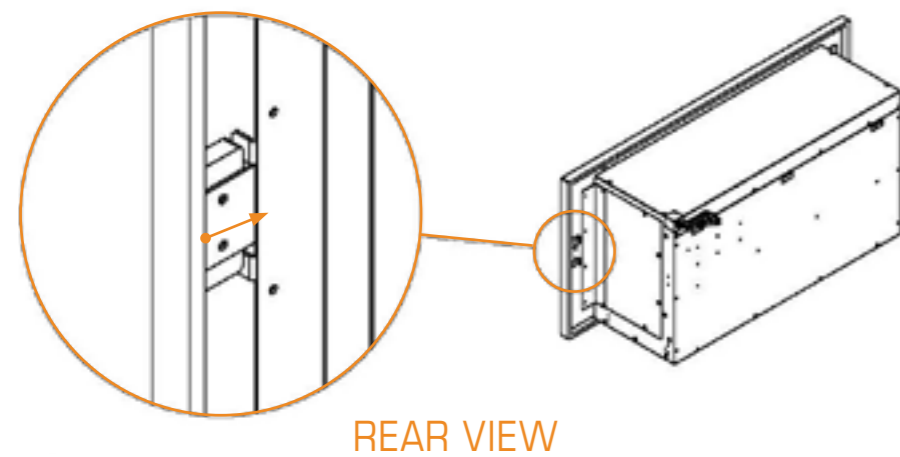




## // 9.0 INSTALLATION

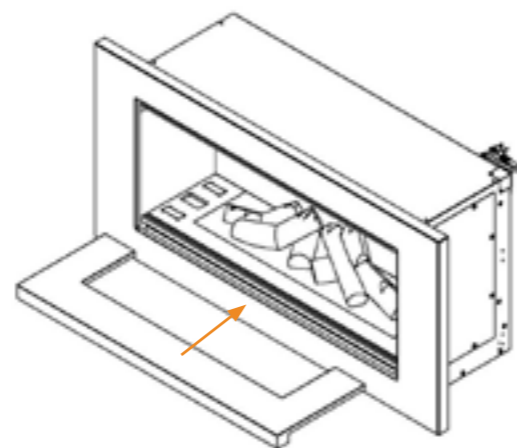
Then install the front from left to right, securing it in place.

**ENSURE YOU DO NOT SCRATCH THE WALL WITH THE REAR OF THE FRONT FASCIA!!**



Then install the centre slip into position, being careful not to damage the front fascia, rear glass or the decorative logs.



**ENSURE YOU DO NOT SCRATCH THE WALL WITH THE REAR OF THE FRONT FASCIA!**



The installation of the Holbury Suite is now complete

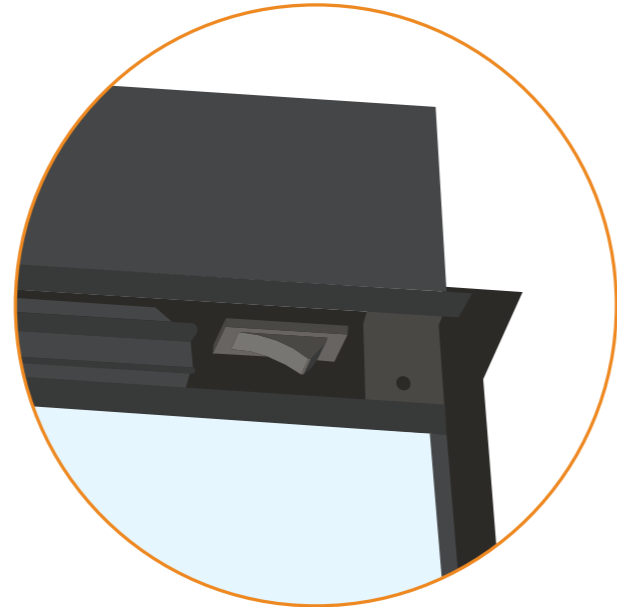


## // 10.0 PAIRING THE REMOTE CONTROL

Within 1 minute of turning the power on by the main ON/OFF switch (located on the front, top right hand side of the appliance), press and hold and the  and  buttons on the remote control for 3 seconds, to remotely pair to the appliance, the LCD only displays bL (displayed at the display temperature position) and flashes for 5 seconds, then returns to the current display state. The remote is then paired to the appliance.



The ON/OFF switch is located on the front, top right hand side of the appliance. Press the O/I button once to turn the fire on. The appliance will then automatically start with the LED flame-effect activated.



## // 11.0 OPERATING THE NEW FOREST

### REMOTE CONTROL

The button distribution of the remote controller is as shown right, and the current state information of the electric fireplace, such as the flame effect, fuel bed, setting, temperature and time set, is displayed on the LCD screen on the remote control.





#### 1) Standby

Turns the appliance ON/OFF standby, the default settings are: heater set to 27°C, the main flame effect is F1, the Fuel bed is L1 (no temperature display).

#### 2) Flame Control

Changes the flame effect brightness F1, F2, F3, F4, F1 (cycle adjustment)

#### 3) Heater

Heater button switches to the temperature adjustment option when the weekly timing function is adjusted. Then use the  and  buttons to select the desired temperature. The temperature cannot be adjusted while the daily timer control is in use. Only the heating function can be switched.

#### Temperature Setting range:

**Centigrade:** 17°C, 18°C, 19°C, 20°C, 21°C, 22°C, 23°C, 24°C, 25°C, 26°C, 27°C, ON, 17°C (Cycle)

\*Press and hold the heater button for three seconds can transfer from °C to °F.

#### 4) Fuel Bed

Changes the color of the fuel bed. L1, L2, L3, L4, L1 (cycle adjustment)

#### 5) Sleep Timer

Adjusts the timer: 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H, OF, 1H (cycle)

#### 6) Down Light

Turns the down lighting ON/OFF, (the down light symbol will be lit when it is turned on).

#### 7) Time and Week Settings

Press to enter the time and week timer settings.

#### 8) Lower temperature 1°C

Press this button to lower the temperature by -1°, incrementally, while heating is on.

#### 9) Raise Temperature 1°C

Press this button to raise the temperature by +1°, incrementally, while heat is on.

#### 10) Date Set

To choose from Monday to Sunday or week timer mode option. Option mode: 1-2-3-4-5-6-7-A-oF.

## // 11.0 OPERATING THE NEW FOREST

### Standby Button:

Turns the appliance ON/OFF standby, the default settings are: heater set to 27°C, the main flame effect is F1, the Fuel bed is L1 (no temperature display).

### Changing Flame Effect:

In the power-on state, press this button, the digital screen displays the flame position and the flame indicator is bright, and the main flame position can be adjusted. The flame brightness settings are: F1, F2, F3, F4, **Set as follows:**

Button	Display	Flame Effect
1st Press	F1	Full
2nd Press	F2	Medium
3rd Press	F3	Low
4th Press	F4	Cycle through settings

### Heating Operations:

**1)** Press the heater button to turn the heating function on and off and adjust the temperature setting. Heater is divided into temperature settings: 17°C, 18°C, 19°C, 20°C, 21°C, 22°C, 23°C, 24°C, 25°C, 26°C, 27°C, ON, 17°C (Cycle). (Circular operation control)

**2)** Press and hold the heater button for 3 seconds to convert the temperature unit from °C to °F. The temperature display window will flash. After the temperature is set, the display unit will flash 5 times, then automatically save the settings and exit the setting state. After the display unit is turned on, if there is no operation within 10 seconds, the setting status is also exited.

**3) Fan delay function:** After the appliance is turned off, the fan will continue running for 15 seconds then stop.

### Open Window Detection function:

When the appliance is heating and the ambient temperature suddenly drops  $\geq 5^{\circ}\text{C}$  within 10 minutes, and the environment cannot be warmed up within 30 minutes the appliance will automatically display “OP”. The heating function will then be automatically turned off, and when the “OP” is displayed, it can be turned off and then restarted by turning off and on the appliance to clear the fault code.

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

**NOTE:** The flame-effect will remain operational if the cut-out is activated, only the fan heater is prevented from working.

Switch OFF the appliance at the wall socket or outlet. Leave the fire OFF for a period of no less than 10 minutes, ensuring all obstructions are removed. Switch the appliance ON at the wall. Ensure the appliance is turned ON at the control switches. If the fire fails to operate correctly, repeat the above procedure.

Refer to section 13.0 for more information about the Safety Cut-Out System.

### Fuel Bed Color Options:

Once powered, press the “Fuel Bed” button and the LCD screen on the remote will display the fuel bed icon. Now, the fuel bed color can be adjusted. The different settings are: L1, L2, L3, L4; Fuel bed light. **Set as follows:**

Button	Display	Flame Effect
1st Press	L1	Orange
2nd Press	L2	Blue
3rd Press	L3	Orange + Blue
4th Press	L4	Cycle through settings

### Setting Sleep Timer:

In the timed display, press the “Sleep Timer” button to adjust the time, plus one hour for each press. (You can’t enter the weekly timing selection, you can only set the current automatic shutdown time. This function is available when the weekly timing function is turned on. Will not operate). Timing range: 1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H, OF, 1H (cycle adjustment).

### Control Down Lighting:

Turns the down lighting lights on and off.



### Setting Clock and Timer:

Use the date button to choose from Monday to Sunday or week timer mode option. Option mode: 1-2-3-4-5-6-7-A-oF.

### Clock setting:

**1)** At standby state (after the unit is plugged in and before pressing “main power”), press and hold the Setting button on the remote for 3 seconds, the digital display will then flash “00:00”.




**2)** Press  $\oplus$  on the remote control to set the hour; press the remote control  $\ominus$  to set the minutes.

**3)** Press “Setting” to enter the setting of the week timer. Press  to select Sunday to Saturday, The date symbol will light up after the day is selected. When finished, press the  button to exit setting.


**NOTE:** The current clock must be set after the initial power-on or power-off, otherwise the clock will remain “00:00” status and you won’t be able to set the week timer function.


## // 11.0 OPERATING THE NEW FOREST







### Heat settings:

Use the remote control's Heater button  to select the temperature. The system default parameters are: 82°F (27°C). Press  &  buttons to select the temperature when the heating is turned on. Temperature range: 62° - 82°F (16° - 27°C); ON; 62°F (16°C); [Cycle].




### Timing switch ON/OFF preset:




**1)** While in the standby state, press the sleep timer  button on the remote for three seconds


to pre set timing switch on/off the week timer. Enter mode 1, while the display is "1 ON", the clock will be "01:00", press 

to set hour, press  to set minute, press  to set the week, every press on the  will show SU, MO, TU, WE, TH, FR, SA and flash in turn, you can use the  key to select or de-select the desired date. The  indicates all of the selected days. Press the "Heater"  button to enter the temperature setting, then press

the  &  button to set temperature.

**2)** Press "Setting"  again to set the timer switch off, the display is 1 OFF, the clock is displayed as "02:00", press  to set hour, press  to set minute, the date of the timer off is the same as the timer on, you can't change this


manually. After setting, press  to enter the setting of mode 2, which operates the same as mode 1. You can set mode 1 to mode 7 with the above method. Press  or  on the remote for 3 seconds to save setting and exit week timer setting.

**3)** After the preset timing ON/OFF switch, you can use the clock/timer  button to select the desired timing mode 1-2-3-4-5-6-7 - auto option, after the option shows five seconds without any operation, it will save the selected option and enter the current setting of the option, the



timer logo of the display lighten and will automatically run the preset switch setting program. You can individually select each setting of modes 1-7 for automatic ON/OFF switching, or you can preset the desired settings, and then select "auto mode" for multiple preset series executions.

**4)** If you want to set the ON/OFF switch and the temperature setting for different periods of the week, then set the switching time and temperature of each day from Sunday to Monday in mode 1-7. After setting, use the "auto mode" to run timing switch and then the system will run the week timer of 1-7 modes. You can also set 1-7 modes within 1 day, use the "auto mode" to run timing switch ON/OFF within one day. Be aware that when you use "auto mode", you need to make sure the settings of times does not overlap each other, otherwise the timer will not operate.

**5)** After entering the week timer setting, press the  button for 3 seconds to exit the week timer mode, then the timer symbol will be extinguished. You can check the 1-7 timer settings by pressing the "Setting"  button. For example: press  to display (1 ON "01:00" temperature 27°C), press  again to display (1 OFF "02:00" temperature 27°C). Press the "Setting" button again to display (2 On "03:00" temperature 26°C) then press the Setting button to display (2 OFF "13:00" temperature 27°C). The wireless remote control and the appliance must be kept within 4 meters to prevent the remote control and the appliance from failing due to the distance exceeding the effective remote control range when working at the weekly timing. After the weekly time is turned on, the remote controller automatically controls the appliance at the set appointment time.

## // 12.0 SAFETY CUT-OUT SYSTEM

This appliance has a non-self-resetting overheat protection device (thermal cut-out) which will activate if the air inlets or outlets are obstructed. For safety reasons the fire will NOT switch on again automatically.

The following procedure must be carried out before the fire can be operated again:

- 1)** Switch OFF the appliance *at the wall socket* or outlet. Leave the fire OFF for a period of no less than 10 minutes, ensuring all obstructions are removed.
- 2)** Switch the appliance to ON at the wall.
- 3)** Ensure the appliance is turned ON at the ON/OFF switches.

**NOTE:** During the cut-out test the fire will automatically display '88'.

If the fire fails to operate correctly, repeat steps one and two. If an attempt to switch on the appliance is made before the safety cut-out has reset, the appliance may cut-out for a further period of time.

If the sequence has been followed correctly and the appliance still fails to function, check the fuse in the wall outlet. If this is not the cause, call an electrician or maintenance engineer.

**NOTE:** The flame-effect will remain operational if the cut-out is activated and only the fan heater is prevented from working.

## // 13.0 CLEANING AND MAINTENANCE

### Cleaning:

For general cleaning use a soft clean duster – never use harsh abrasive or cleaners. The glass panels should be cleaned carefully with a soft cloth. Remove the front facing glass pane in order to clean the inside of the pane. Please refer to section 8.1 to do this.

Except for periodic cleaning of dust, there are no specific requirements for care, other than regular cleaning of the general appliance. A wipe with a dry cloth is normally sufficient. DO NOT use abrasive cleaners as they can damage the finish. Make sure the heater outlet and inlet grille (located on the top, front, centre of the appliance) is kept clear of dust, pet hair and other airborne household matter. These should be vacuum cleaned periodically using a brush attachment. The LED light strips are designed and tested to last 20,000 hours.

### Handset Battery Replacement

**Battery Requirements:**  
Two (2) AAA 1.5V

- 1)** Remove the battery cover and the used batteries from the back of the remote control.
- 2)** Insert the two replacement batteries the correct way into the battery holder – making sure the batteries are firmly seated.
- 3)** Then insert the battery cover back into position.
- 4)** You will then need to pair the remote to the appliance. Please refer to section 11.0 Pairing The Remote Control.

If in doubt consult a qualified electrician. Refer to Section 3.0 Appliance Data for fuse specification. Excluding fuses, use only genuine manufacturers spare parts available from your supplier.

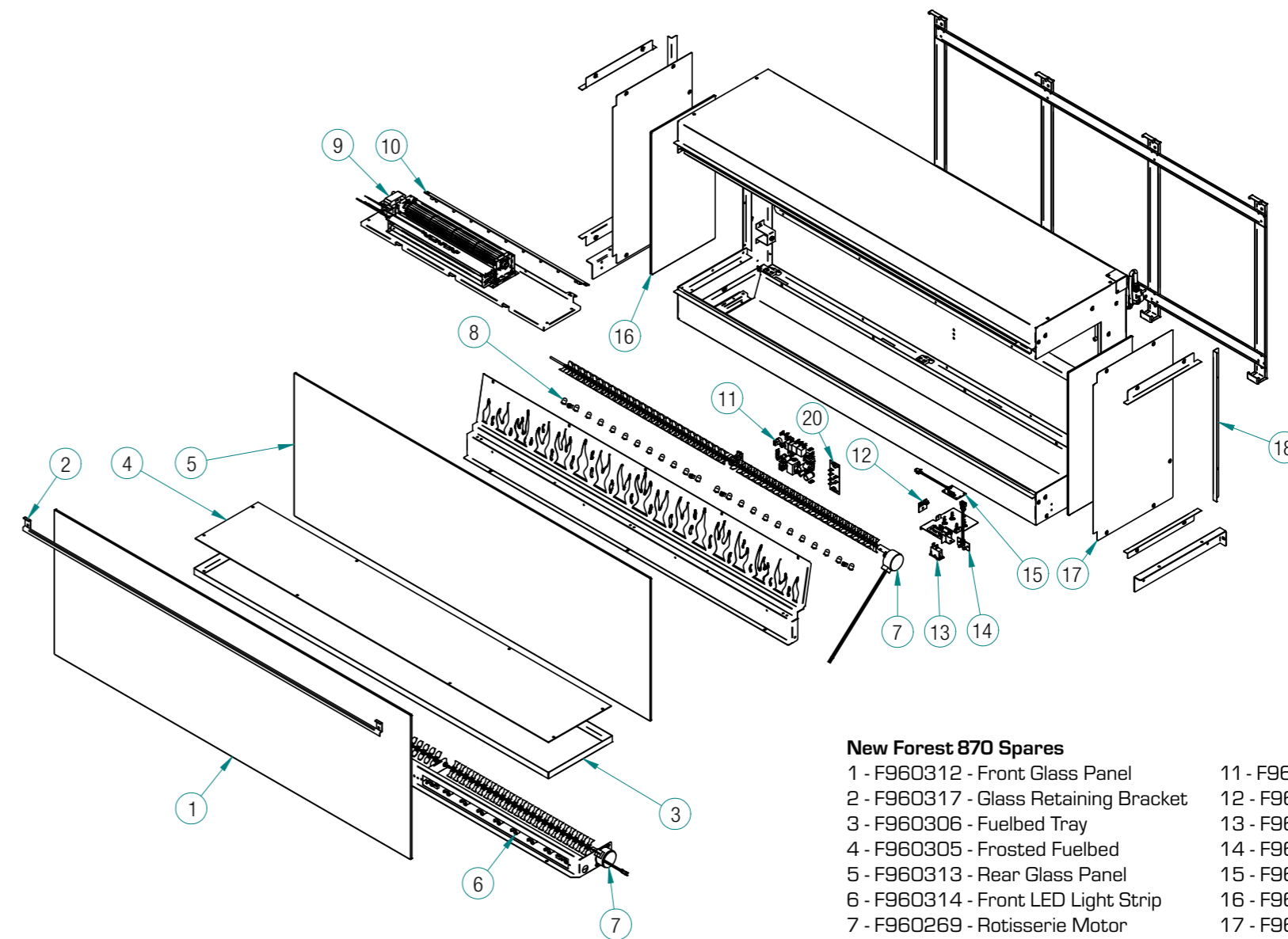
### // CAUTION:

Always disconnect the appliance from the mains supply outlet socket before undertaking any cleaning or maintenance!

## // 14.0 TROUBLESHOOTING GUIDE

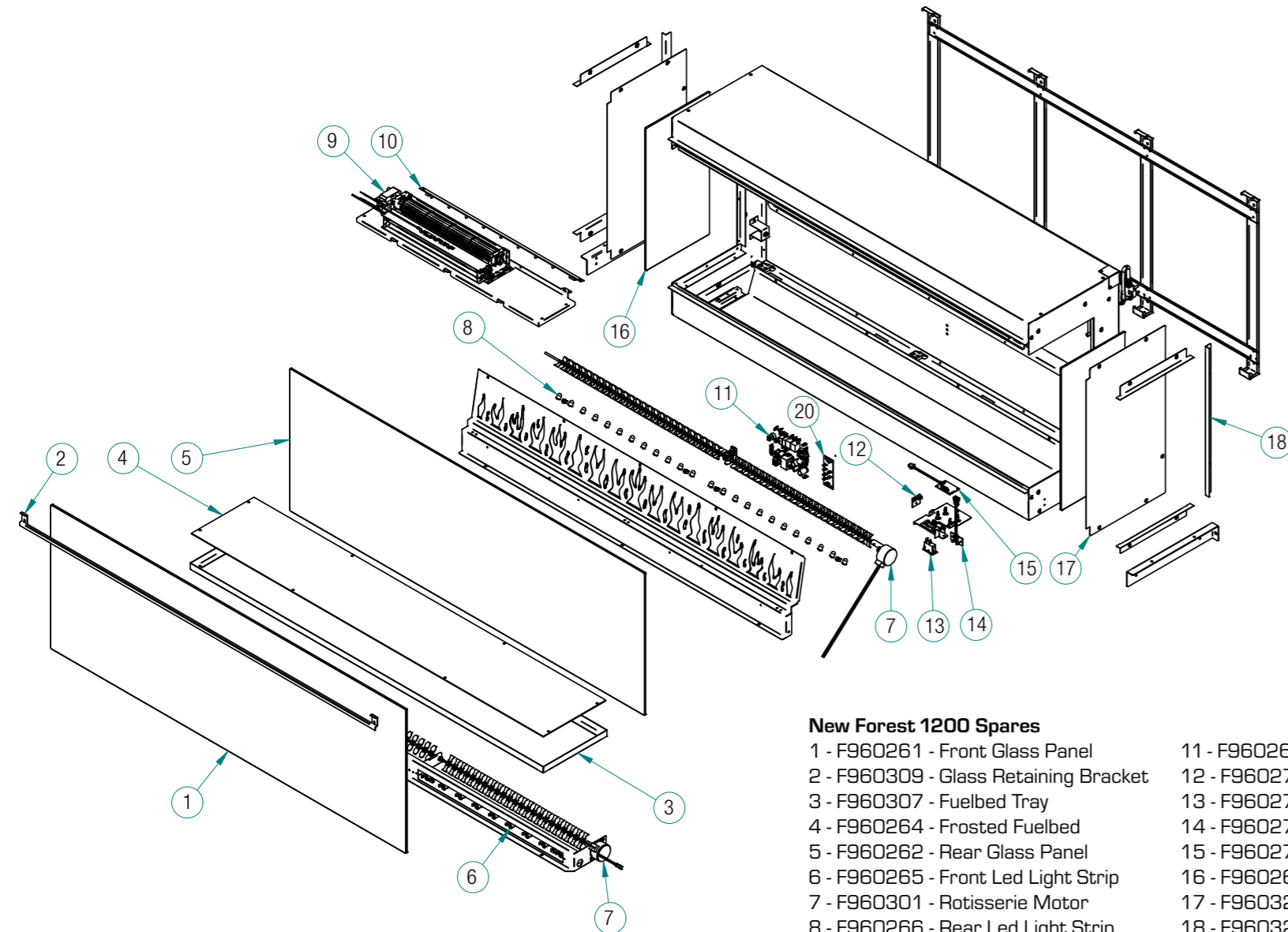
My New Forest Electric Fire...	Remedy
is not switching on	Ensure mains switch is on. Replace the fuse in the plug.
is not emitting any heat	The fire is fitted with an energy saving thermostat. If the temperature in the room is higher than the temperature selected on the fire, then the thermostat will stop the heater from turning on. For example, if the room temperature is 72°F (22°C) or above and the fire's heater is set at 72°F (22°C), then the heater will not be required until the room temperature drops below 72°F (22°C). If this is the case select a higher temperature setting than the room's temperature and the heater will begin to operate. The safety cut-out may have been operated. Switch the appliance off, leave for 10 minutes then switch back on.
shuts off after a period of time	Check that the temperature is not set onto the lower settings. If the room is warm enough the thermostat will stop the fire switching the heat on. Check that the air inlet/outlet is blocked off. Check that the window detection sensor has not activated.
Display panel shows	<p><b>88</b> There is a fault with the heater. Check that the temperature is not set onto the lower settings. If the room is warm enough the thermostat will stop the fire switching the heat on. Check that the air vent are not blocked off.</p> <p><b>EE</b> There is an electrical fault. A service engineer will need to check the thermostat for any loose connections.</p> <p><b>OP</b> The open Window Detection function is in operation, this operates when the appliance is heating and the ambient temperature suddenly drops <math>\geq -5^{\circ}\text{C}</math> (<math>9^{\circ}\text{F}</math>) within 10 minutes, and the environment cannot be warmed up within 30 minutes, resulting in the appliance automatically displaying "OP." The heating function will then be automatically turned off, and when the "OP" is displayed, it can be turned off and then restarted by turning off and on the appliance to clear the fault code.</p>

## // 15.0 NEW FOREST 870 SPARE PARTS



- New Forest 870 Spares**
- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| 1 - F960312 - Front Glass Panel       | 11 - F960267 - PCB                    |
| 2 - F960317 - Glass Retaining Bracket | 12 - F960274 - NTC Thermostat         |
| 3 - F960306 - Fuelbed Tray            | 13 - F960271 - Isolator Switch        |
| 4 - F960305 - Frosted Fuelbed         | 14 - F960275 - Feedback Display Panel |
| 5 - F960313 - Rear Glass Panel        | 15 - F960273 - Remote Receiver        |
| 6 - F960314 - Front LED Light Strip   | 16 - F960311 - Side Glass Panel       |
| 7 - F960269 - Rotisserie Motor        | 17 - F960335 - Blanking Panel         |
| 8 - F960315 - Rear LED Light Strip    | 18 - F960336 - Large End Trim         |
| 9 - F960207 - Heater & Fan Assembly   | 19 - F960268 - Remote Handset         |
| 10 - F960272 - Downlight LED Strip    | 20 - F960352 - Inlet PCB              |

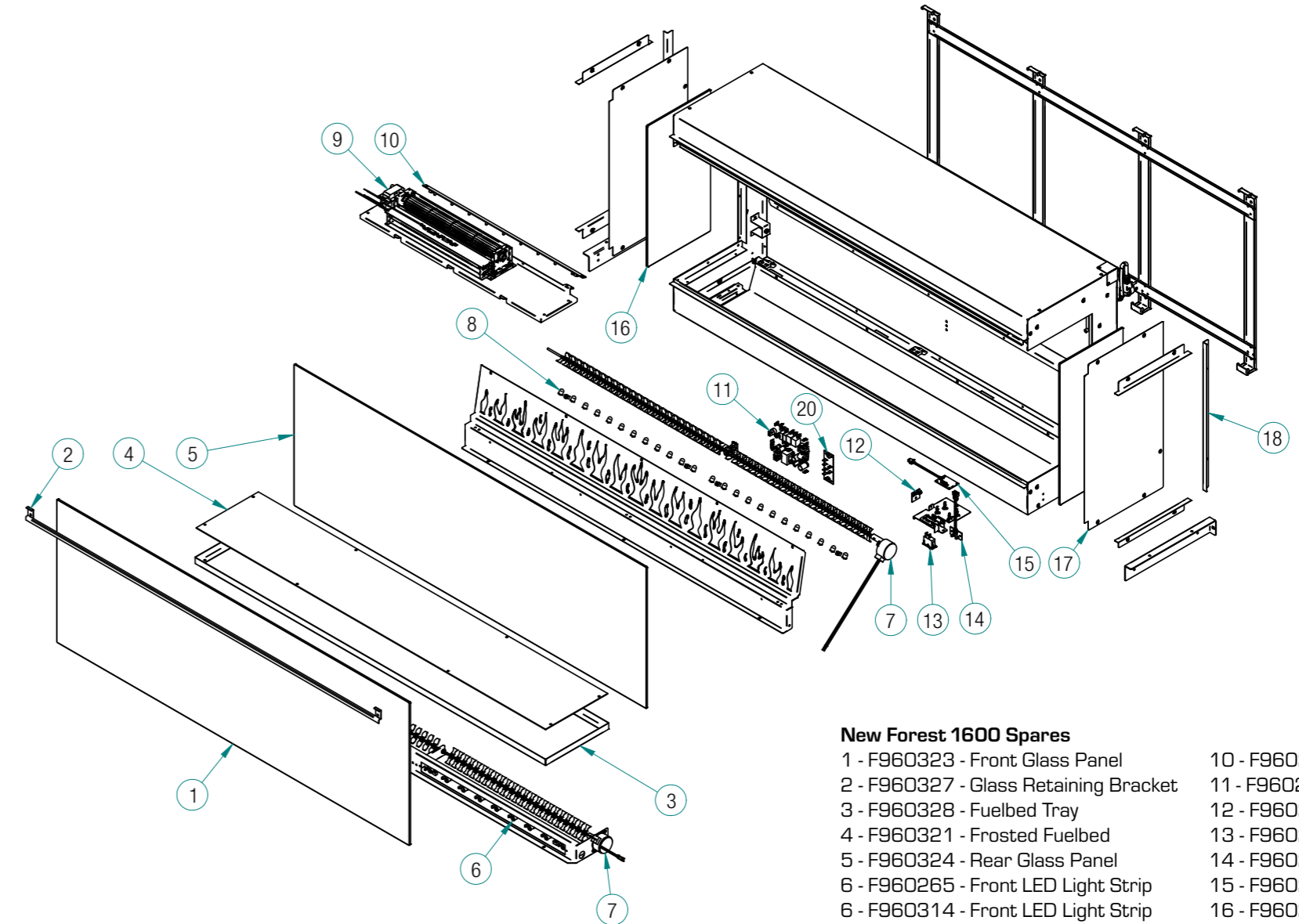
## // 15.0 NEW FOREST 1200 SPARE PARTS



### New Forest 1200 Spares

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| 1 - F960261 - Front Glass Panel       | 11 - F960267 - PCB                    |
| 2 - F960309 - Glass Retaining Bracket | 12 - F960274 - NTC Thermostat         |
| 3 - F960307 - Fuelbed Tray            | 13 - F960271 - Isolator Switch        |
| 4 - F960264 - Frosted Fuelbed         | 14 - F960275 - Feedback Display Panel |
| 5 - F960262 - Rear Glass Panel        | 15 - F960273 - Remote Receiver        |
| 6 - F960265 - Front Led Light Strip   | 16 - F960263 - Side Glass Panel       |
| 7 - F960301 - Rotisserie Motor        | 17 - F960322 - Blanking Panel         |
| 8 - F960266 - Rear Led Light Strip    | 18 - F960320 - Large End Trim         |
| 9 - F960302 - Heater & Fan Assembly   | 19 - F960268 - Remote Handset         |
| 10 - F960272 - Downlight LED Strip    | 20 - F960352 - Inlet PCB              |

## // 15.0 NEW FOREST 1600 SPARE PARTS



### New Forest 1600 Spares

- |                                       |                                       |
|---------------------------------------|---------------------------------------|
| 1 - F960323 - Front Glass Panel       | 10 - F960272 - Downlight LED Strip    |
| 2 - F960327 - Glass Retaining Bracket | 11 - F960267 - PCB                    |
| 3 - F960328 - Fuelbed Tray            | 12 - F960274 - NTC Thermostat         |
| 4 - F960321 - Frosted Fuelbed         | 13 - F960271 - Isolator Switch        |
| 5 - F960324 - Rear Glass Panel        | 14 - F960275 - Feedback Display Panel |
| 6 - F960265 - Front LED Light Strip   | 15 - F960273 - Remote Receiver        |
| 6 - F960314 - Front LED Light Strip   | 16 - F960263 - Side Glass Panel       |
| 7 - F960301 - Rotisserie Motor        | 17 - F960322 - Blanking Panel         |
| 8 - F960266 - Rear LED Light Strip    | 18 - F960320 - Large End Trim         |
| 8 - F960315 - Rear LED Light Strip    | 19 - F960268 - Remote Handset         |
| 9 - F960302 - Heater & Fan Assembly   | 20 - F960352 - Inlet PCB              |

## // 16.0 TWO YEAR LIMITED WARRANTY

### AUTOMATIC 1-YEAR GUARANTEE

We offer a standard one-year guarantee on every electric appliance.

### FREE 3-YEAR GUARANTEE WITH REGISTRATION

At British Fires we pride ourselves on quality and performance, so much so that each of our appliances is eligible for a **three-year guarantee** when purchased from an authorised dealer. To cover your appliance for a further two years, free registration is required on our website [www.britishfires.com/guarantee](http://www.britishfires.com/guarantee). Full warranty terms and conditions are available to view at [www.britishfires.com](http://www.britishfires.com).

### TERMS & CONDITIONS

All appliances must be installed in a correctly ventilated space in accordance with the manufacturer's installation instructions and the rules in force. All of our fires carry CE Approval. October 2021. British Fires™

- 1)** For any claim to be made within three years from date of purchase you will be required to provide and supply your original proof of purchase.
- 2)** All appliances must have been installed and operated in accordance with the manufacturer's instructions.
- 3)** Purchase(s) must be made through an authorised stockist/retailer.

Please note all consumable items such as any ceramics including; coals, pebbles, logs, bark, crystals, rear panels are not covered by the 3-year guarantee.

During the guarantee period any appliance or component which is

proved to be faulty or defective in manufacture, will be repaired or replaced free of material and labour charges, providing that we have authorised or carried out the repair or replacement.

We will not accept or reimburse the costs of any third-party who undertakes any work carried on the appliance or fits parts, unless we have approved such work in advance of it being carried out.

The guarantee period will not be extended even if we repair or replace any appliance or part.

#### Making a claim:

If you wish to make a claim under our guarantee and all the terms and conditions for your appliance have been met then please submit the following information for the attention of the Service Department to the address below.

Alternatively, you can email or fax. British Fires, Service Department, Reid Street, Christchurch, Dorset, BH23 2BT.

**Email:** [Guarantee@britishfires.co.uk](mailto:Guarantee@britishfires.co.uk) **Fax:** 01202 588639.

#### Details required:

- 1)** Name, full address including postal code and contact telephone number.
- 2)** A copy of your proof of purchase (e.g. receipt or bank statement). Please note that this does not affect your statutory rights.

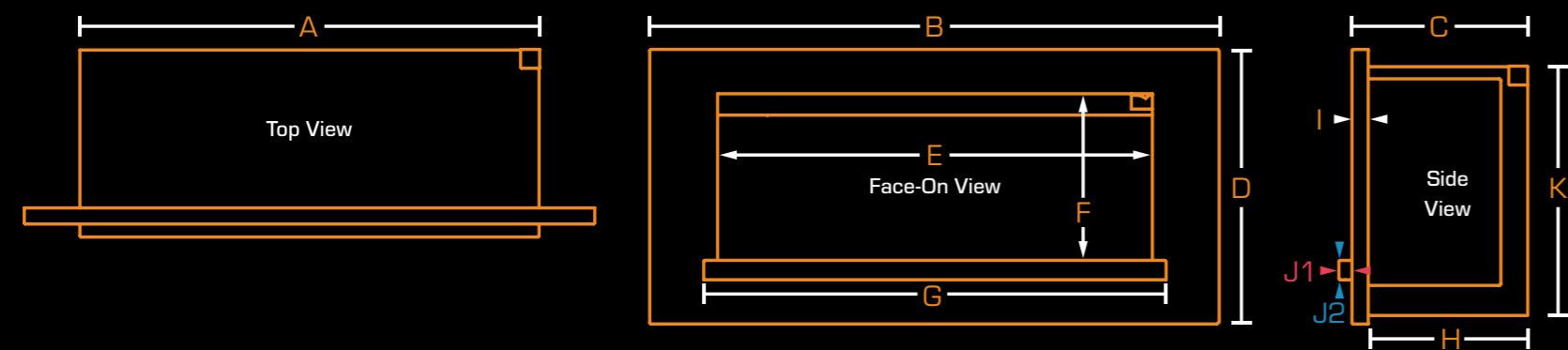


Waste electrical appliances should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

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



**// 17.0 HOLBURY 870, 1200, 1600 DIMENSIONS**



**Holbury 870**

A 847.0mm	B 1050.0mm	C 322.5mm	D 509.0mm	E 797.0mm	F 309.0mm
G 845.0mm	H 292.5mm	I 30.0mm	J1 24.0mm	J2 35.0mm	K 465.0mm

**Holbury 1200**

A 1178.0mm	B 1440.0mm	C 322.5mm	D 628.0mm	E 1127.0mm	F 403.0mm
G 1175.0mm	H 292.5mm	I 30.0mm	J1 24.0mm	J2 35.0mm	F 565.0mm

**Holbury 1600**

A 1578.0mm	B 1840.0mm	C 322.5mm	D 628.0mm	E 1527.0mm	F 403.0mm
G 1575.0mm	H 292.5mm	I 30.0mm	J1 24.0mm	J2 35.0mm	F 565.0mm

UK Patent Number: GB 2583055 B  
 EU Patent Number: 19215407.8







This product complies with conformity requirements of the applicable UK Regulations.



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



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



This appliance is only suitable for well insulated spaces or occasional use. Please note: Except where otherwise stated, all rights, including copyright in the text, images and layout of this booklet is owned by British Fires. You are not permitted to copy or adapt any of the content without the prior written permission of British Fires. © 2022 British Fires

Models covered by this instruction manual:

Holbury 870 Electric Suite (EF40-32A)

Holbury 1200 Electric Suite (EF40-48A)

Holbury 1600 Electric Suite (EF40-63A)

UK Patent Number:  
GB 2583055 B

EU Patent Number:  
19215407.8

All instructions must be handed to the user for safekeeping.  
Version A - 08/2022

British Fires  
Unit 10  
Christchurch  
BH23 2BT  
UK

RBK House  
Irishtown, Athlone Co.  
Westmeath  
N37 XP52, Ireland

T: +44 (0) 808 169 9911  
W: britishfires.com  
E: sales@britishfires.com