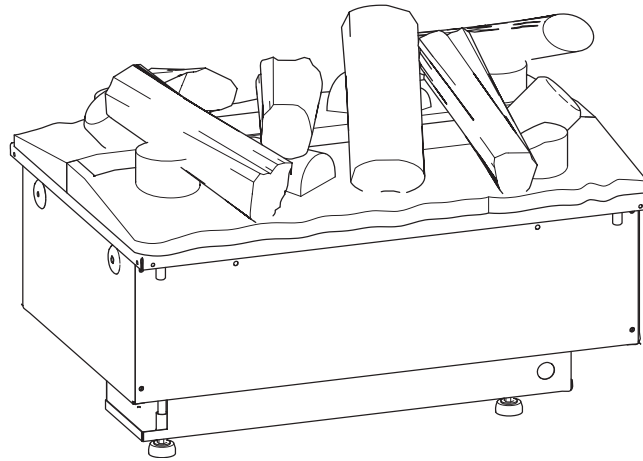


# REAL FLAME

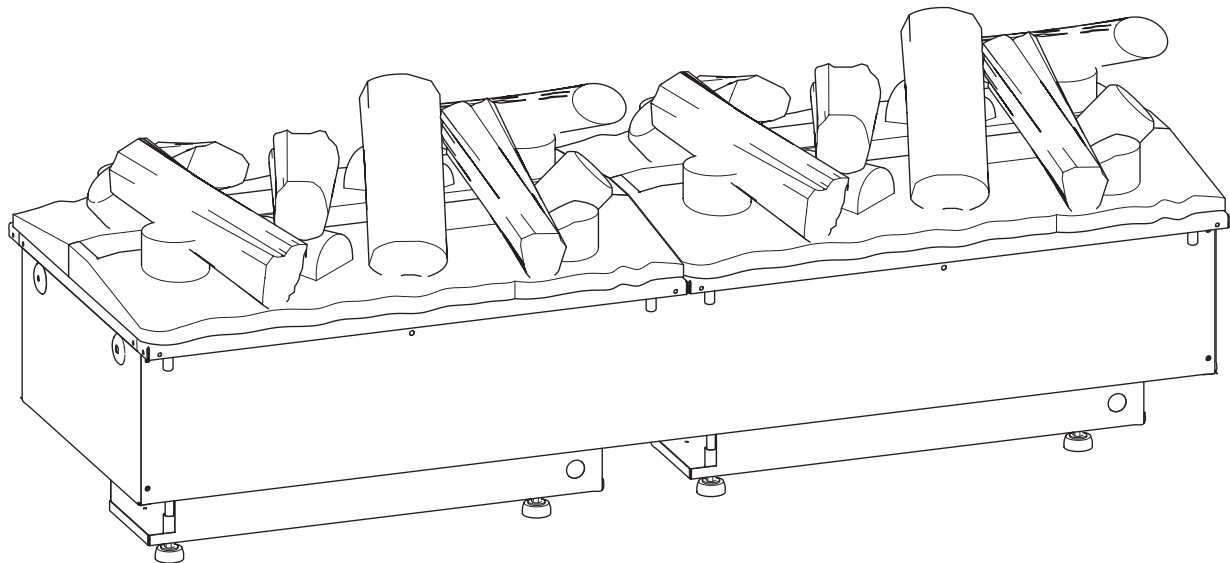
## IMPORTANT NOTICE

AUSTRALIA: The CAS1000 & CAS500 may not be connected to mains water supply, the supplied water bottles must be used.

NEW ZEALAND: The CAS1000 & CAS500 may be connected to mains water or may use the supplied water bottles. Mains water connection must be undertaken by a qualified person, and must be in compliance with relevant building codes and plumbing standards.



CAS500



CAS1000

08/53202/0 Issue 6  
OCN 11671



This product complies with all the required Product Safety, Electromagnetic Compatibility and Environmental Standards. This product is fully compliant with the LVD, EMC, RoHS and Eco Design Directives.

# Real Flame CAS500, CAS1000

## Introduction

Please read this information guide carefully to be able to safely install, use and maintain your product.

## Important Safety Advice

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

If the appliance is damaged, check with the supplier before installation and operation.

Do not use outdoors.

Do not use in the immediate surroundings of a bath, shower or swimming pool.

Do not locate the appliance immediately below a fixed socket outlet or connection box.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

Children should be kept away unless continuously supervised.

Children 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 shall not plug in, regulate and clean the appliance or perform user maintenance.

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

Do not use this appliance in series with a thermal control, a program controller, a timer or any other device that switches on the heat automatically, since a fire risk exists when the heater is accidentally covered or displaced.

Ensure that furniture, curtains or other combustible material are positioned no closer than 1 meter from the appliance.

In the event of a fault unplug the appliance.

Unplug the appliance when not required for long periods.

Although this appliance complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs.

The appliance must be positioned so that the plug is accessible.

If the supply cord is damaged it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard.

Keep the supply cord away from the front of the appliance.

**WARNING:** In order to avoid overheating, do not cover the appliance. Do not place material or garments on the appliance, or obstruct the air circulation around the appliance.

The appliance carries a DO NOT COVER warning symbol. 

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

## General Information

Only use filtered water in this appliance.

Unpack the appliance carefully and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier.

Always ensure that the appliance is sitting on a level surface.

The appliance is a flame effect only.

The appliance is designed to be built into a surround or built into a wall.

Before connecting the appliance, check that the supply voltage is the same as that stated on the appliance.

Please note: Used in an environment where background noise is very low, it may be possible to hear a sound which is related to the operation of the flame effect. This is normal and should not be a cause for concern.

Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.

The water tank, sump, sump lid, tank cap and air filters must be cleaned once every 2 weeks, particularly in hard water areas.

If you intend not using the appliance for longer than 2 weeks, drain the water from sump and water tank and dry the sump.

The sump and the water tank in this product are treated with a biocidal product, Silver Biocide. This conforms with the latest relevant ISO standard

Do not drink the water from the sump or from the water tank(s)

This appliance is intended to be permanently connected to the water mains and not connected by a hose-set if not using the water bottles provided

## Installation Instructions

This section describes how to set up your fire.

### BEFORE YOU START

1. Ensure that all packing items are removed (read any warning labels carefully) and retain all packing for possible future use.
2. Before connecting the appliance, check that the supply voltage is the same as that stated on the appliance.
3. Ensure that the appliance is sitting on a level surface
4. Lift off the metal top plate to gain access to the appliance. Keep the top plate with the packing for possible future use. (Fig.2)

### Installation Guide

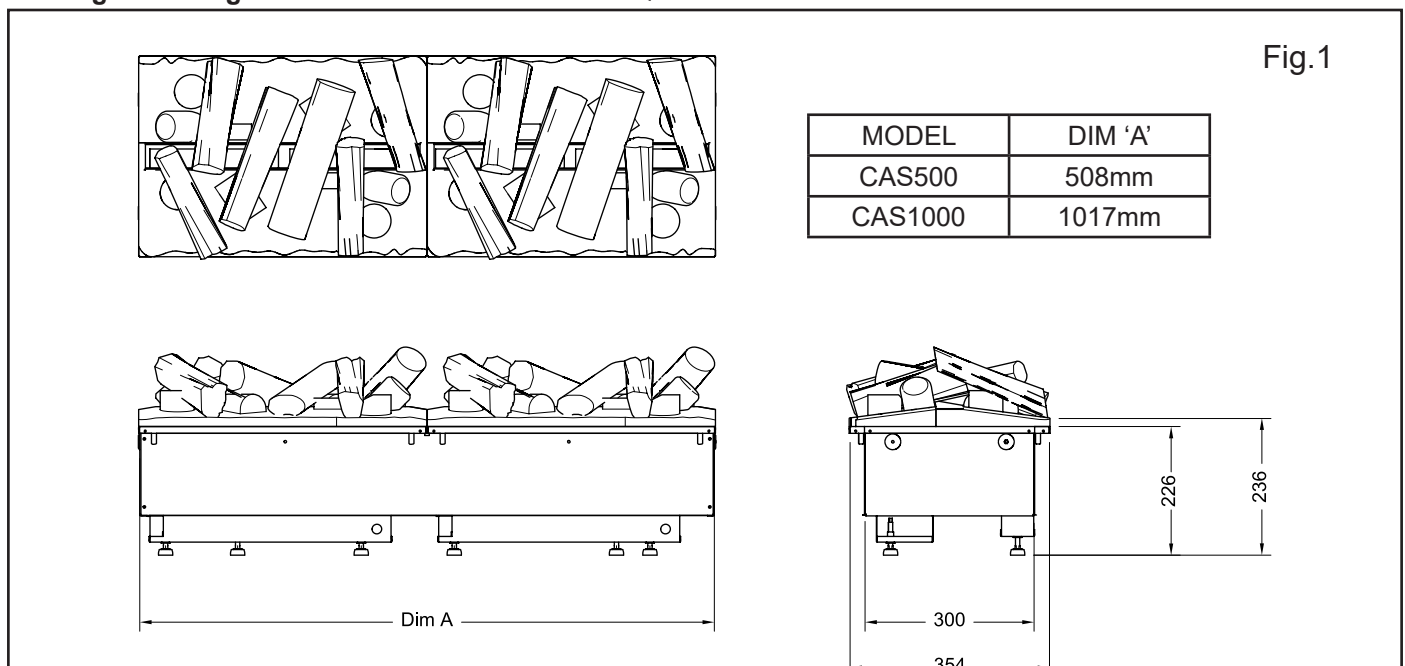
This product can be built into a wall, surround or structure. Please take note of the product dimensions (Fig.1) and build your wall, surround or structure accordingly. You are required to leave a minimum of 400mm from the base of the fuelbed to any shelf/enclosure above the product. This will allow enough space above the product to allow the flames to form fully and not to be obstructed.

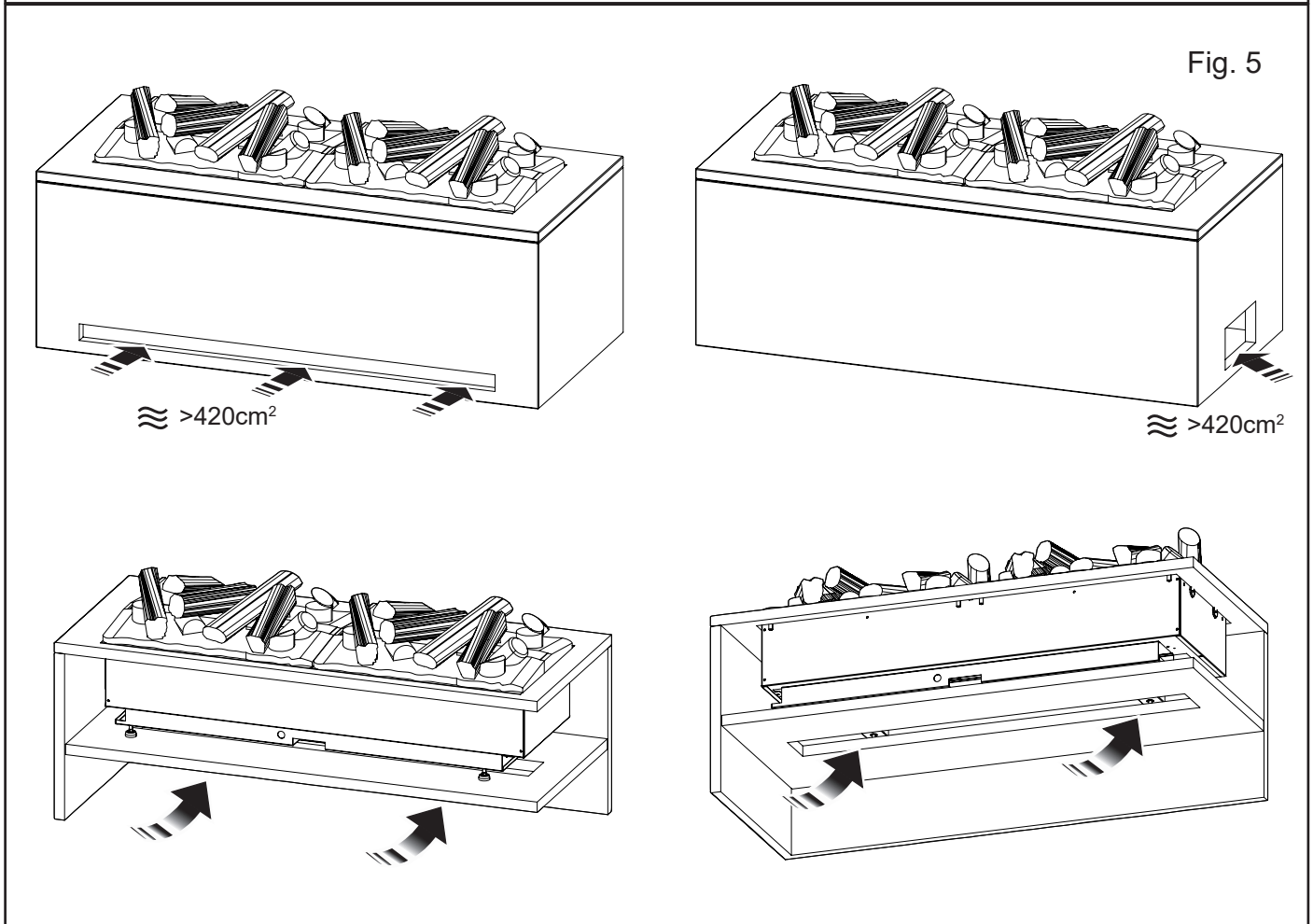
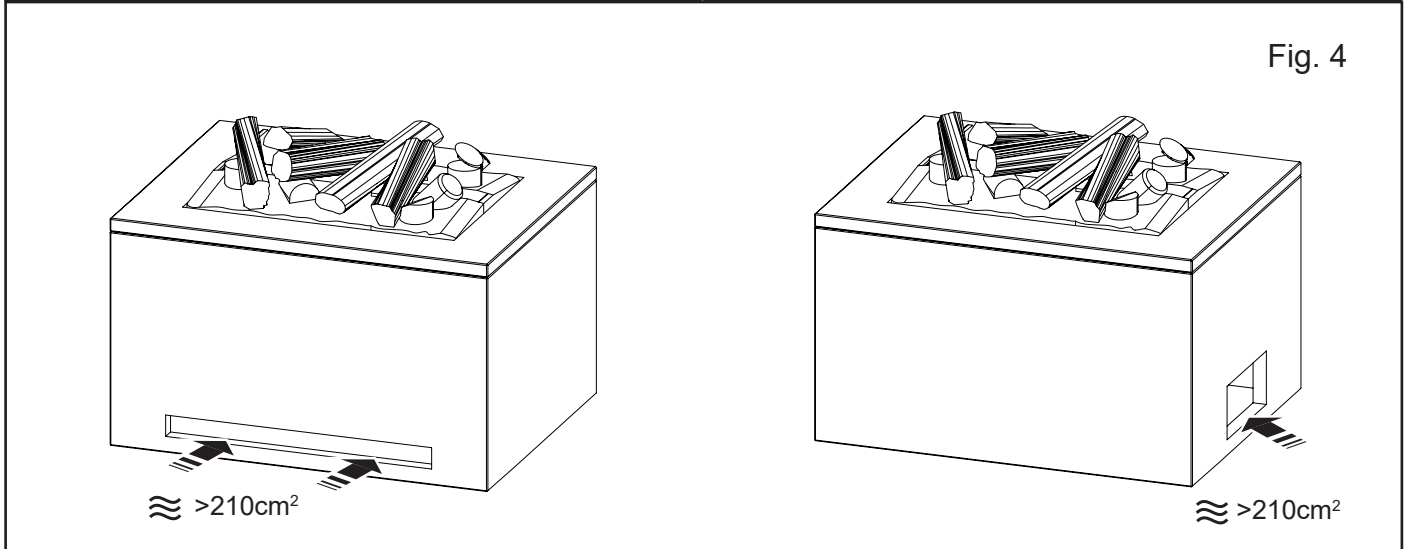
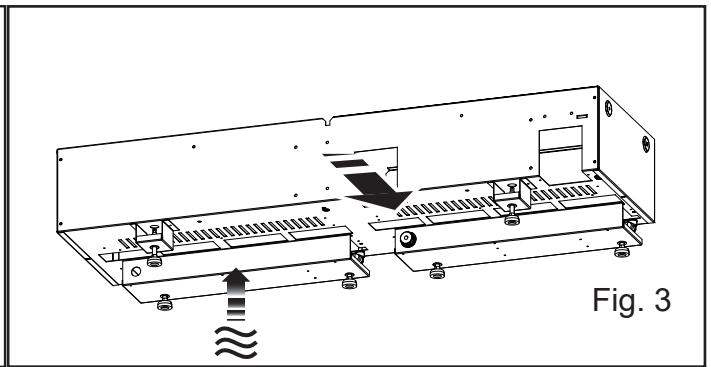
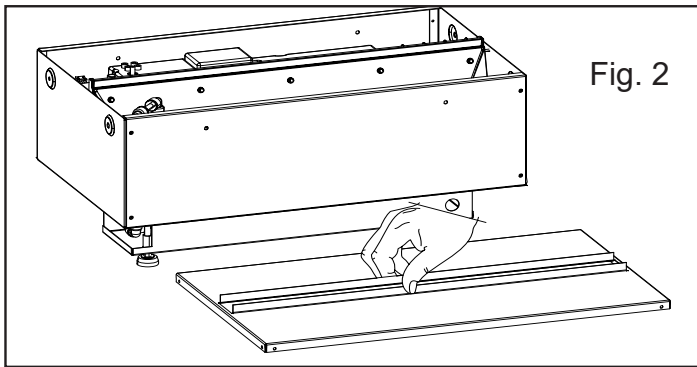
This product needs free ventilation from underneath to operate correctly. There are slots on the underside of the product to allow this free air through the product (Fig.3). The free ventilation helps keep the electronic components cool, allow the mist to evacuate the sump and lift out of the product effortlessly.

**THE AREA OF FREE VENTILATION THE CAS500 REQUIRES IS A MINIMUM OF 210CM<sup>2</sup>.**

**THE AREA OF FREE VENTILATION THE CAS1000 REQUIRES IS A MINIMUM OF 420CM<sup>2</sup>.**

**SEE Fig 4 AND Fig 5 FOR EXAMPLES OF THE REQUIRED VENTILLATION**





### Surround Design

The CAS500 and CAS1000 are designed to be built into a surround/wall. Using the dimensions provided (Fig.1) you can design a cavity for the appliance. Be sure to allow room under and around the appliance for the water connection and the electrical connection. Once the surround/wall is prepared you can put the appliance in place. Fit the LED Log Fuelbed so you ensure that the appliance is centered, see section 'Assembling the LED Log Fuelbed'. When you have settled on a position, lift off the Fuelbed and using appropriate screws for the surround/wall, screw through the formed holes in the left and right side panels securing the appliance in place.

### Water Supply

**CONNECTION TO MAINS WATER IS ONLY POSSIBLE IN NEW ZEALAND. INSTALLATIONS IN AUSTRALIA MAY NOT BE CONNECTED TO MAINS WATER , AND MUST UTILISE THE SUPPLIED WATER BOTTLES.**

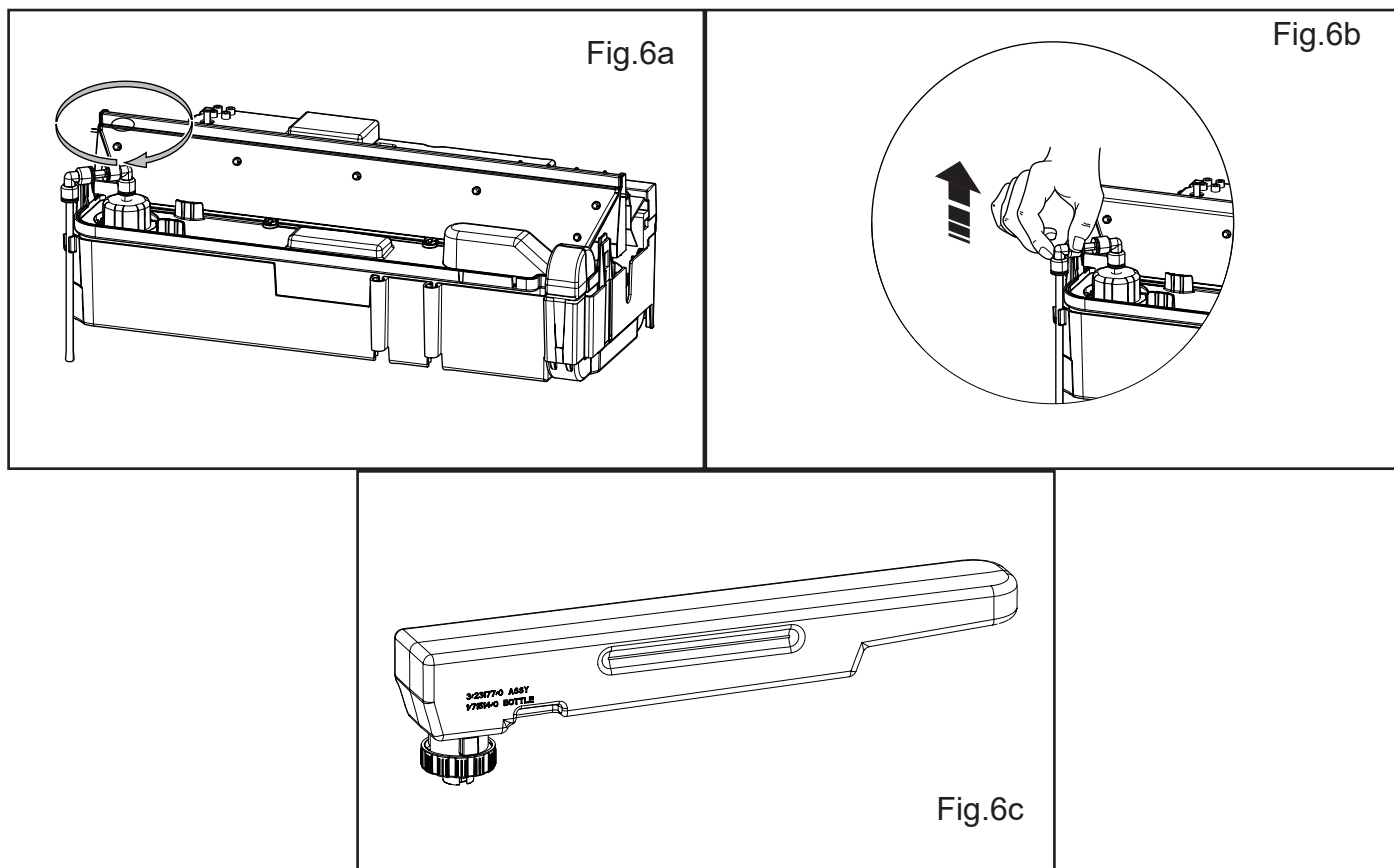
The appliance can operate by using the water tank(s) provided or by connecting up mains water.

**Water Tank(s):** You will need to remove the 'Fill Cap' from the sump. (Fig.6a and Fig.6b). Place the Water Tank(s) (Fig.6c) in your sink and remove the cap (turn anti-clockwise). Fill the Water Tank with **filtered tap water only**. This is necessary to prolong the life of the flame and smoke producing unit. The water should be filtered through a conventional domestic water filter unit and the filter should be replaced regularly. Distilled water must **not** be used.

**Mains Water:** If you choose to supply mains water to the appliance, connection to the mains water shall be in accordance with the requirements of AS/NZS3500.1. and shall be carried out by a licensed plumber.

1. Connect a 1/4" (6.35mm) PVC tube (not supplied) from the mains water (via the isolation valve and dual check valve) into the water filter supplied and then in to the product(Fig.3). Please note that the inline filter must be connected in place with its arrow symbols indicating directional flow towards the product.
2. Turn on the isolation valve and the plastic internal ball valve. The latter is located under the sump. Remove the sump as described under 'Cleaning' in the Maintenance section

Please note: the water pressure is to be between 0.5Bar (50Kilopascals) and 8Bar (800Kilopascals).



### Electrical Connection

For installations where multiple products are to be used in series (e.g. in commercial environments), it is strongly recommended that the electrical circuit(s) for these products include(s) a master on/off switch which may be used in lieu of the remote control.

Plug the fire into a 10amp/240 volt outlet. Be sure to have access to the plug after installation to allow for disconnection. Ensure that the supply cable exits at the back of the fire, at the right or left hand corner to suit your supply socket location and is not trapped under the fire such that it might cause it to be damaged. If connecting multiple appliances into the same outlet be sure not to connect more than 5 appliances. If more appliances are required they must be connected into a separate circuit.

The appliance can be connected to the fixed wiring of the premises through a suitable connection box positioned adjacent to the appliance. This electrical installation must be carried out by a competent electrician and be in strict accordance with the current regulations for Electrical Equipment in Buildings.

The electrician can remove the supplied plug by the following;

1. Lift off the fuelbed and put switch 'A' into the off position (Fig 7).

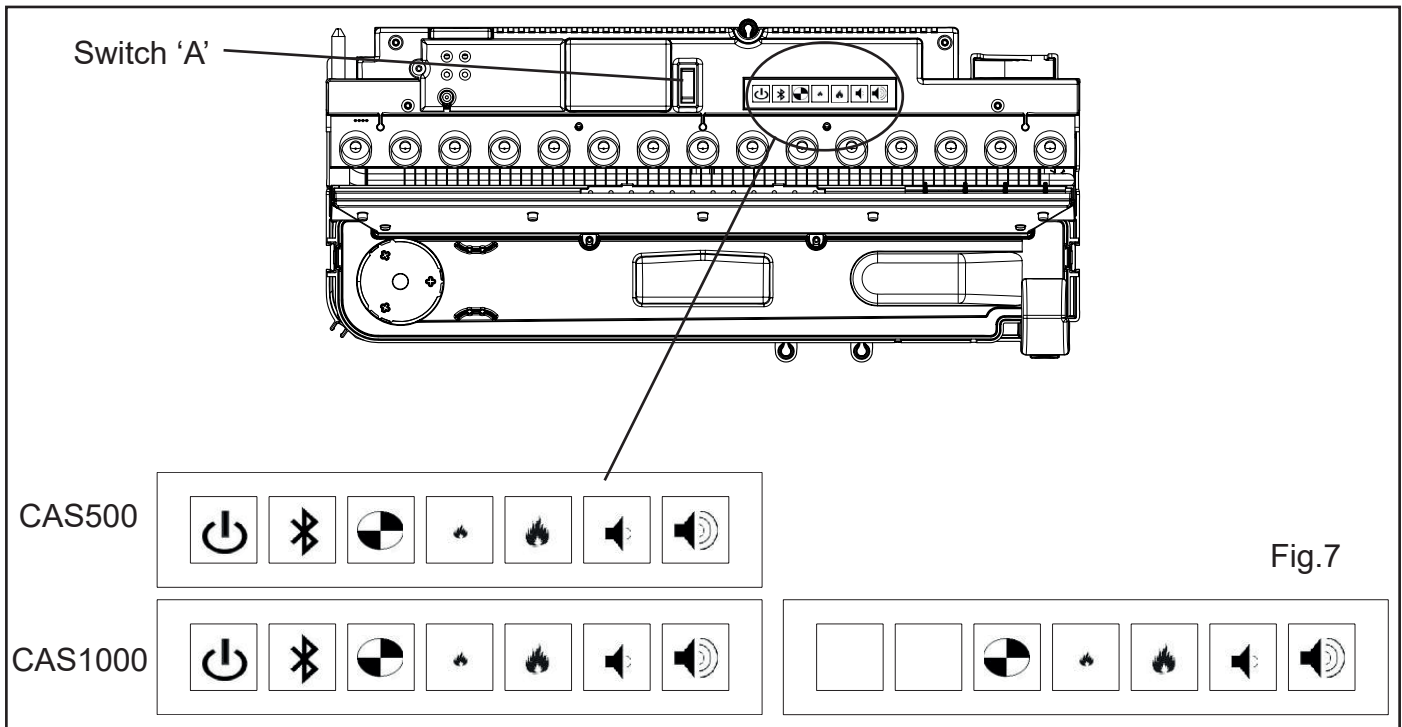


Fig.7

2. Ensure that the appliance is unplugged.
3. Lift off the access cover by removing the retaining screw (Fig 8).
4. Unscrew and remove the Live, Neutral and Earth wires.
5. Unscrew the cable clamp (Fig 9 'A') and remove the supply cord.

The electrician can then connect their wire from the appliance (by following the steps above in reverse) to the connection box ensuring that it incorporates a double pole isolating switch having a contact separation of at least 3mm. Brown - Live (L), Blue - Neutral (N) and Green/Yellow - Earth (E).

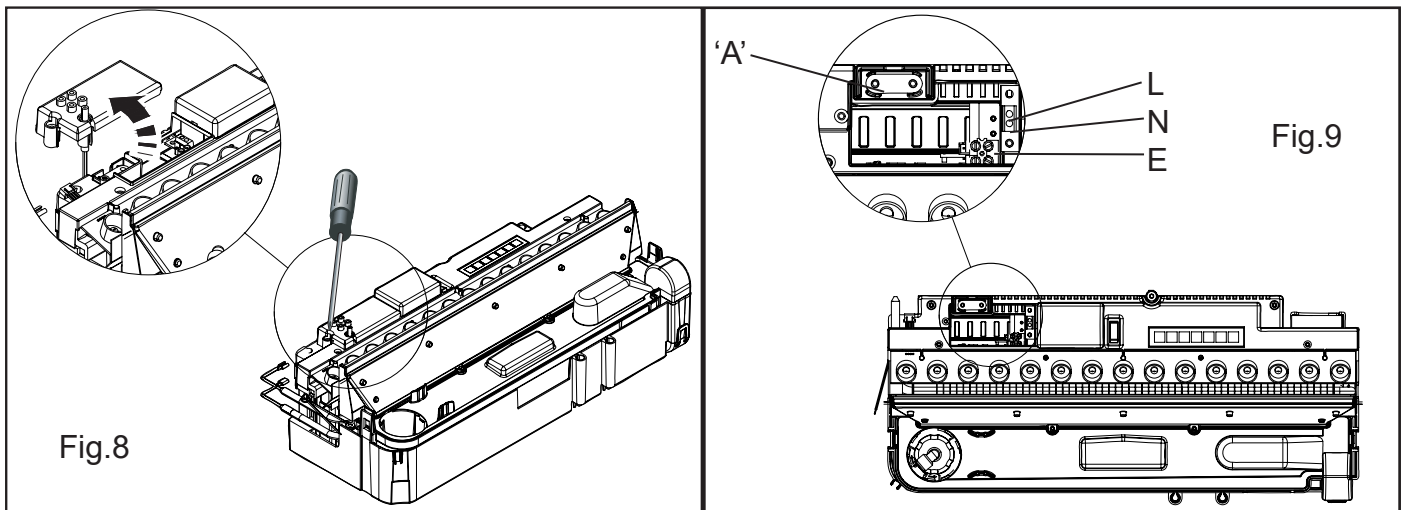


Fig.9

### Assembling the LED Log Fuelbed

This product is equipped with a 'metal fuelbed'. Before assembling the LED Log Fuelbed you have to lift off this metal fuelbed and place aside, (Fig.2). You can keep this for future use. Gently lift the LED Log Fuelbed out of its packaging.

**CAUTION: The fuelbed weighs 5kg. Be sure to only lift the Fuelbed by the two center logs (Fig.10). These are the strongest.** Place the Fuelbed on top of the appliance, there are 4 plastic guides under the Fuelbed to help locate it, (Fig.11). The Fuelbed can be placed front to back or back to front, it is the customers preference how this is to be orientated. Once in place lift off the small loose log, this is held in place by magnets. Under this log there is a DC wire jack and a hole through the fuelbed. Connect this to the corresponding DC wire jack on the product through the holes in the Fuelbed, (Fig.12). The product is now assembled and is ready to be switched on.

There is also a loose non LED log packed with the Fuelbed. For the CAS500 this can be placed on top of the Fuelbed or stored away with the packaging. For the CAS1000 the loose log can be placed on the center join between the two Fuelbeds.

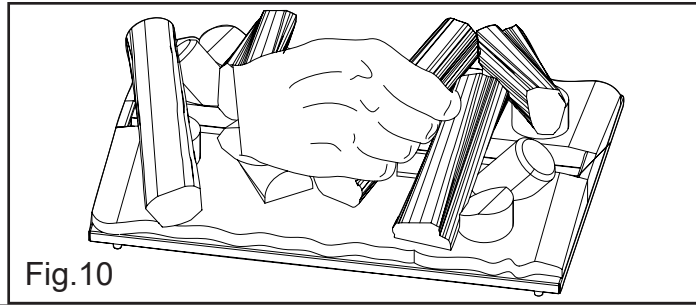


Fig.10

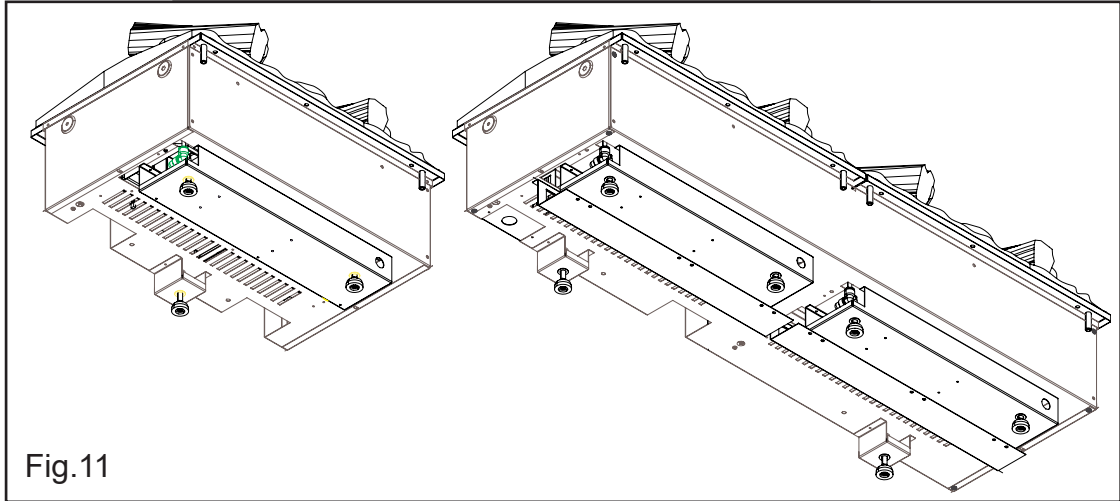


Fig.11

Connecting the Receiver

Take your Receiver, 4button for CAS500 and 6button for CAS1000, and with the Fuelbed removed insert the 3.5mm jack into the socket at the back of the appliance (Fig.13).

**It is very important to make this connection for the product to function correctly.**

The Receiver has a cable length of 1.4m which will allow you position it anywhere around the product. If you prefer to hide it the Receiver can be placed inside the surround/wall. Please ensure that the Receiver is not enclosed in metal, concrete or any other dense material, this will affect the signal from the remote control.

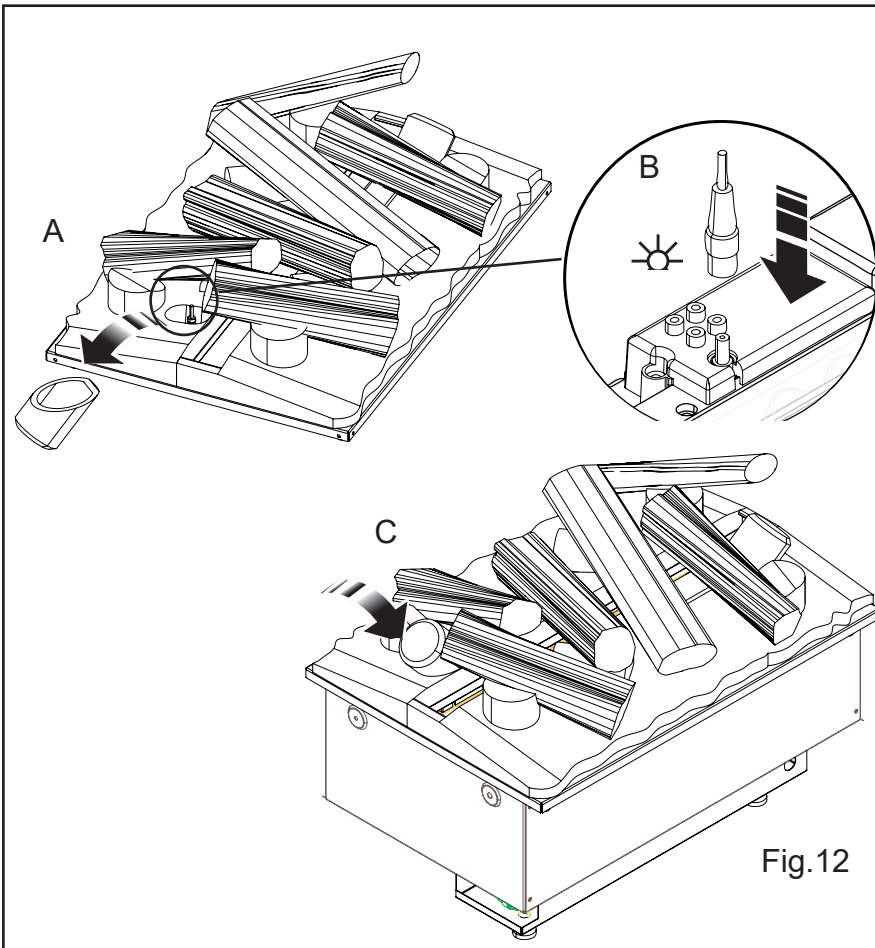


Fig.12

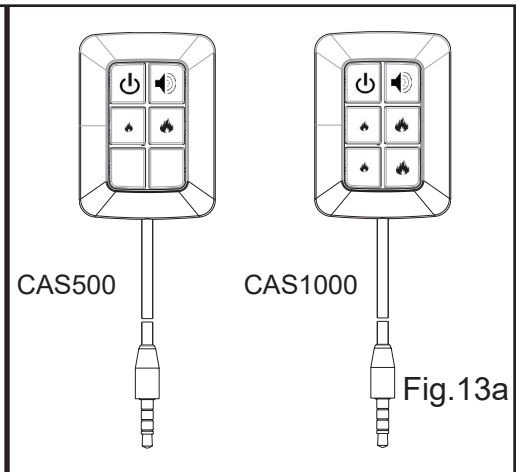


Fig.13a

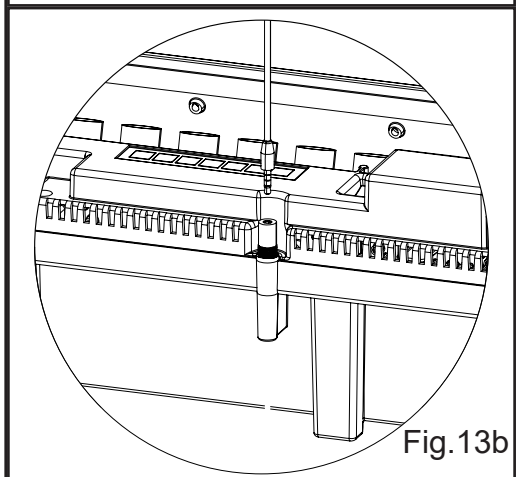


Fig.13b

## Operating the Product

This section describes how to activate your fire using either the manual controls or remote control.

### MANUAL CONTROLS








The manual controls are located beneath the Fuelbed. (Fig.7)

#### CAS500

Mains Switch 'A':- Controls the electricity supply to the appliance.

Note: This switch must be in the 'ON' ( I ) position for the appliance to operate

Button panel 'A':- Controls the functioning of the appliance








-  is the on/standby button. Press it to turn on and off the flame effect. Turning it on will be indicated by the main lights activating. Be careful not to look directly into the LED's. These are very bright. Although the main lights operate immediately it will take a further 45 seconds before the flame effect starts.
-  is the Pairing button. This will pair your remote control to the receiver. See 'Remote Control Operation' for details
-  is the test mode button. This will be used by the manufacturer and the Service Engineer
-  is the reduce flame button. Press this to reduce the height/intensity of your flame. You will hear an audible beep when you reach the minimum level
-  is the increase flame button. Press this to increase the height/intensity of your flame. You will hear an audible beep when you reach the maximum level
-  is the reduce fire crackling sound. Press this to reduce the volume of the crackling sound. The minimum volume for this is off
-  is the increase fire crackling sound. Press this to increase the volume of the crackling sound.

#### CAS1000






Mains Switch 'A':- Controls the electricity supply to the appliance.

Note: This switch must be in the 'ON' ( I ) position for the appliance to operate



Button panel 'A':- Controls the functioning of the left side of appliance

-  is the on/standby button. Press it to turn on and off the flame effect. Turning it on will be indicated by the light activating. Be careful not to look directly into the LED's. These are very bright. Although the main lights operate immediately it will take a further 45 seconds before the flame effect starts.
-  is the Pairing button. This will pair your remote control to the receiver. See 'Remote Control Operation' for details
-  is the test mode button. This will be used by the manufacturer and the Service Engineer
-  is the reduce flame button. Press this to reduce the height/intensity of your flame. You will hear an audible beep when you reach the minimum level
-  is the increase flame button. Press this to increase the height/intensity of your flame. You will hear an audible beep when you reach the maximum level
-  is the reduce fire crackling sound. Press this to reduce the volume of the crackling sound. The minimum volume for this is off
-  is the increase fire crackling sound. Press this to increase the volume of the crackling sound.

Button panel 'B':- Controls the functioning of the right side of appliance

-  is the test mode button. This will be used by the manufacturer and the Service Engineer
-  is the reduce flame button. Press this to reduce the height/intensity of your flame. You will hear an audible beep when you reach the minimum level
-  is the increase flame button. Press this to increase the height/intensity of your flame. You will hear an audible beep when you reach the maximum level
-  is the reduce fire crackling sound. Press this to reduce the volume of the crackling sound. The minimum volume for this is off
-  is the increase fire crackling sound. Press this to increase the volume of the crackling sound.

### GETTING THE DESIRED FLAME EFFECT

1. Switch the appliance on by pressing the main switch to the on position and pressing the on/standby button. The flames will start after 45 seconds. The flames will be at max height for 5 seconds and then reduce to a nominal level
2. Press the  and  buttons to adjust the flame to your desired level. Please give the flame generator time to react to the changes you make.
3. Do not tilt or move the appliance while there is water in the tank or sump
4. Make sure that the appliance is on a level surface

Once you have made your adjustments to both the flame height and crackling sound the appliance will keep these settings even if you power off the appliance by either the on/standby button or by the main switch. The next time you switch on the appliance it will start up as normal, wait 45 seconds for the flames to start, run at maximum height for 5 seconds and then revert to the adjusted settings.



## REFILLING THE WATER TANK(S)

If you have chosen to operate your appliance by the Water Tanks provided, this section describes how to refill the Water Tank on your CAS500 or CAS1000.





When the water in the tank(s) has been used up, the appliance will shut down the mist generation and cause the LED's to continuously blink twice. In the case of a CAS1000 only one side of the product will blink, this is the side that has run out of water. To refill follow the below steps;

1. Carefully lift off the fuelbed and set aside.
2. Press switch 'A' to the OFF (O) position.
3. Lift off the water tank(s), 1off on CAS500 and 2off on CAS1000 and take them to your water supply e.g. kitchen
4. Remove the cap by turning it anticlockwise
5. Fill with filtered tap water only
6. Replace the cap by turning it clockwise. Be careful not to over tighten
7. Place the bottle(s) back into position and wait until they finish filling the sump(s)
8. Press switch 'A' to the ON (I) position
9. Place the fuelbeds back on the product and make the DC connection see Fig12
10. Press on/standby on the receiver or the remote control to turn back on your appliance







## RECEIVER CONTROLS

There are manual controls on the Receiver

### CAS500



-  is the on/standby button. Press it to turn on and off the flame effect.
-  is the fire crackling sound. Press this to turn on and off the crackling sound. The volume is adjusted on the manual controls of the appliance
-  is the reduce flame button. Press this to reduce the height/intensity of your flame. You will hear an audible beep when you reach the minimum level
-  is the increase flame button. Press this to increase the height/intensity of your flame. You will hear an audible beep when you reach the maximum level

### CAS1000

-  is the on/standby button. Press it to turn on and off the flame effect.
-  is the fire crackling sound. Press this to turn on and off the crackling sound. The volume is adjusted on the manual controls of the appliance
-  is the reduce flame button for the left had side of the appliance. Press this to reduce the height/intensity of your flame. You will hear an audible beep when you reach the minimum level
-  is the increase flame button for the left had side of the appliance. Press this to increase the height/intensity of your flame. You will hear an audible beep when you reach the maximum level
-  is the reduce flame button for the right had side of the appliance. Press this to reduce the height/intensity of your flame. You will hear an audible beep when you reach the minimum level
-  is the increase flame button for the right had side of the appliance. Press this to increase the height/intensity of your flame. You will hear an audible beep when you reach the maximum level




## REMOTE CONTROL

The remote control is supplied with 2xAAA batteries. Remove the battery cover from the underside of the remote control and after removing the batteries from the plastic wrapping fit them into place. Replace the battery cover.

The remote control has wireless technology and is required to be paired to the receiver. This is done by pressing the  button on Button Panel 'A', the LED's will start to blink on and off. This is to let you know that the appliance is ready to connect to the remote control. Press the  button on the remote control. The appliance will switch off. Now the remote control is paired to the appliance.

The operation of the remote control is the same as described in 'Receiver Controls'. You can pair multiple products to the one remote control by repeating the pairing operation as above on your subsequent products.

**PAIRING TO MULTIPLE PRODUCTS:** If you are installing multiple CAS500/CAS1000 products you can pair them to one remote control. To do this, please install the products as described in the "Installation Instructions". Please ensure that the products are connected to mains power and have water supplied. If you are pairing CAS1000 and CAS500 products please choose the 6 button remote control as the master remote control. Pair the first product as described in the 'REMOTE CONTROL' section above

1. On your second product press the rocker switch to the on (I) position, 1 beep
2. Press  on the manual controls, 1 beep and the product will begin to start.
3. Press  on the manual controls, beep and LED's start to blink.
4. Press  on the remote control. The product will beep and LED's flash 5 times. The product will automatically switch off.
5. Repeat the above steps to pair the next product.

When all products are paired, test the remote control by pressing (standby). If any of the products fail to receive a signal from the remote control you can bring that product back in line with the others via the Manual Controls or the receiver controls.

## Maintenance

### GENERAL TIPS

Only use filtered tap water in this appliance.

Always ensure that the appliance is sitting on a level surface.

If you intend not using the appliance for longer than 2 weeks, remove and empty the sump and water tank.

Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.

### CLEANING

**Warning** – Always press Switch 'A' to the 'OFF' (0) position (Fig.7) and disconnect from the power supply before cleaning the fire.

We recommend cleaning the following components once every 2 weeks, particularly in hard water areas:-

Water Tank, Sump, Nozzle, Tank cap and seal, Air filter.

For general cleaning use a soft clean duster – never use abrasive cleaners.

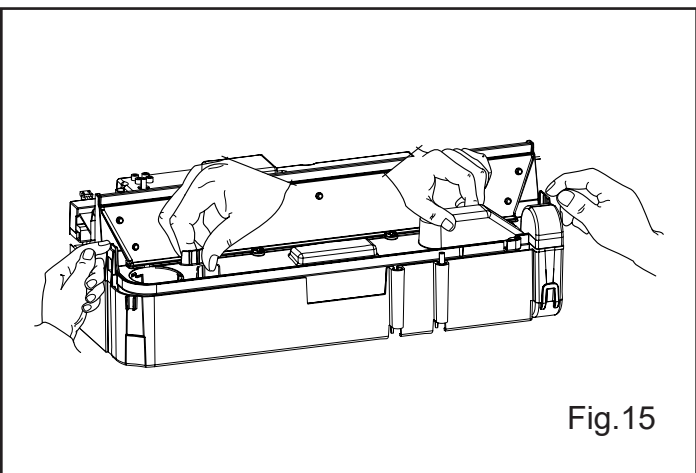
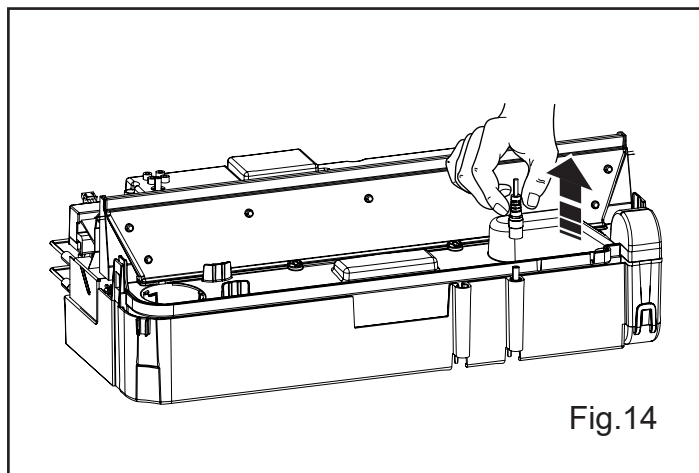
To remove any accumulation of dust or fluff the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the fan.

### Water tank

1. Remove water tank, by first disconnecting the LED Log Fuelbed as described earlier. By holding the center logs with both hands gently lift off the fuelbed and set aside. Lift out the tank, place it into a sink and empty water.
2. Using a soft brush gently rub the inside surfaces of the cap paying particular attention to the rubber ring in the outer groove and the center rubber seal.
3. Put a small quantity of washing up liquid into the tank, refit the cap and shake well, rinse out until all traces of washing up liquid are gone.
4. Refill with filtered tap water only, replace the cap, do not over tighten.

### Sump

1. Press Switch 'A' to the 'OFF' (0) position (Fig.7)
2. Gently lift out the fuelbed and place carefully on the ground
3. Remove the water tank by lifting upwards or in the case of a Mains Water, disconnect the 'fill cap' by turning it clockwise until it clicks out of the locked position. You can now turn it away from the sump.
4. Disconnect the electrical connector, located on the right side of the sump. (Fig.14).
5. There are two clips, one on the left and one on the right hand side of the sump, holding down the sump. On the left side press in the clip with one hand and with the other lift the nozzle out of the clip. Repeat this for the right side (Fig.15). The nozzle is now released, lift this off and place aside (Fig.16)
6. Gently lift up the sump (Fig.17), taking care to keep level so as not to spill any water. Sit the sump in the sink.
7. Carefully empty the sump into the sink taking note that the transducer is held in place by a retaining clip.
8. Put a small amount of washing up liquid into the sump, and using a soft brush, gently clean all surfaces in the sump and gently clean the transducer including the metal discs located in the top grooved surface.
9. When cleaned, thoroughly rinse the sump with clean water to remove all traces of washing up liquid.
10. Clean the Nozzle with the a soft brush and flush out thoroughly with water.
11. Reverse the above steps to reassemble.



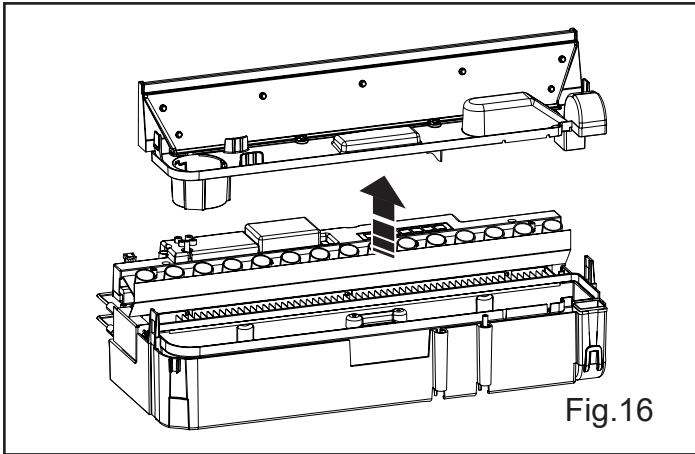


Fig.16

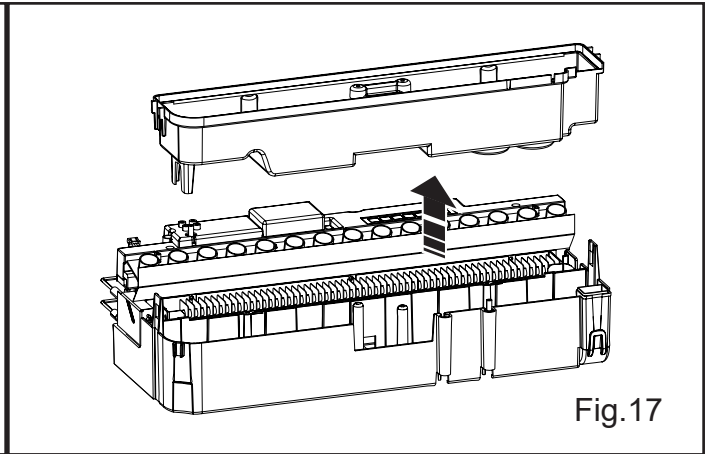


Fig.17

**Transducer**

If you require a replacement transducer, please see the contact details on the back page of this manual. The transducer is fixed in the sump with a plastic clip. If you need to replace your transducer

1. Follow the steps 1-5 in the CLEANING Sump section under 'Maintenance' to gain access to the transducer
2. Press the clip back and lift the transducer upwards out of its holder.
3. Remove the cone by turning it clockwise and place it on your new transducer. Turn the cone anticlockwise until tight to fix it in place
4. Reverse steps 5-1 to reassemble

**Air filter**

1. Gently lift out the fuelbed and place carefully on the ground.
2. Gently slide the air filter upwards out of its plastic holder. (Fig.18)
3. Gently rinse with water in the sink and dry with fabric towel before returning.
4. Replace the filter making sure that the coarse black filter is facing the front of the fire.
5. Replace the fuelbed.

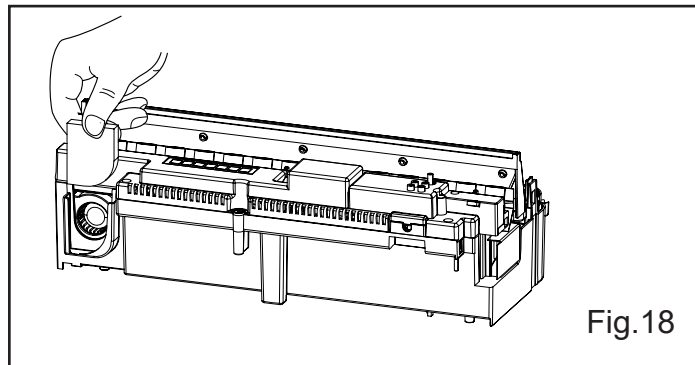


Fig.18

## Additional Information

### AFTER SALES SERVICE

Your product is guaranteed for two years from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge (excluding transducer discs & subject to availability) provided it has been installed and operated in accordance with these instructions. Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

For Customer Service queries, please contact the Real Flame Service Warranty Desk on +61 (03) 8706 2000.

### RECYCLING



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

### PATENT / PATENT APPLICATION

Products within the Optimyst range are protected by one or more of the following patents and patent applications:

Great Britain GB2460259B, GB2475794B, GB2418014, EP2029941, GB2436212, GB2402206B

United States US8413358, US8136276, US7967690, US8574086

Russia RU2434181

European EP2029941, EP2315976, EP1787063 (A1), EP2388527, EP2029941,

China CN101883953A, CN102105746A, CN101057105 (A), CN101438104

Australia AU2009248743A1, AU2007224634

Canada CA2725214, CA2579444, CA2645939

South Africa ZA2008/08702

Mexico MX2008011712

South Korea KR101364191

Japan JP5281417, JP5496291

Brazil BRP10708894

India 4122/KOLNP/2008

New Zealand NZ571900

## Troubleshooting

Symptom	Cause	Corrective Action
The flame effect will not start.	Mains plug is not plugged in.  Low water level.  Low voltage connector not connected properly. (See Fig.10)	Check plug is connected to wall socket correctly.  Check that the water tank is full and there is water in the sump.  Check that the connector is inserted correctly. (See Fig.10)
The flame effect is too low.	Flame effect control knob is set too low.  The Disc in the transducer might be dirty	Increase level of flame by pressing 🔥 on your remote or receiver  Clean the Disc with a soft brush. See 'Maintenance.' for a step by step procedure.
Unpleasant smell when unit is used.	Dirty or stale water.  Using unfiltered tap water.	Clean the unit as described under maintenance.  Use only filtered tap water.
The flame effect has too much smoke.	Flame effect setting is too high.	Turn down the flame effect. Give the flame generator some time to adjust to the new setting.
The product has stopped working and the LED's are blinking twice	This means that the product has run out of water	Lift off the fuelbed and press the switch to the off (0) position. Lift off the bottle, take it to a tap and refill. Replace the bottle and press the switch to the on (I) position. Press ⏻ to turn the product back on.  For product that are connected to mains water switch the product off. Check that there are no leaks in the tubes check that the ball valve is in the on position. Once the mains water has been re-established turn back on the product as mentioned above
Product will not operate. LED's continuously to blink twice	The product has no water	Switch off the product. For products that use the water bottle(s), refill the bottle(s). For products connected to mains water check the water supply at the inlet of the product
Product will not operate. LED's continuously to blink once every eight seconds	The product has an overflow of water	Switch off the product. For products that use the water bottle(s), check the bottle lid and ensure there is no damage to the spring or seals. For products connected to mains water, check all connections. If problem persists turn the ball valve to the off position and contact your Customer Support for assistance.
Product will not operate. LED's continuously to blink four times	The product did not fill from minimum volume to maximum volume in the allotted time. This is a safety precaution to alert the customer to a water supply fault	Switch off the product. For products that use the water bottle(s), check the bottle lid and ensure there is no damage to the spring or seals. For products connected to mains water, check all connections. Turn the ball valve to the off position and check mesh filter, located under the product at the water inlet, by unscrewing the base of it to see that it is not clogged with dirt and debris.

## Warranty Information

The benefits provided to you under the following warranty are in addition to any other rights and remedies available to you under the law.

### 1. Warranty

If during the first 2 years from the date of purchase, there is a defect in the product due to improper workmanship or material, Glen Dimplex Australia will replace or repair the Real Flame product without charge. Any replacement product is warranted only for the time remaining on the original Warranty Period.

Subject to the exclusions below, we warrant that the Real Flame product will be free from defects caused by faulty workmanship and materials within:

(a) in the case of the Real Flame products used for personal, domestic or household purposes, a period of 24 months from the date the Real Flame product is purchased as a brand new product from a retailer located in Australia or New Zealand; and

(b) in the case of the Real Flame product used for purposes other than personal, domestic or household purposes (including business or commercial use), a period of 12 months from the date the Real Flame product is purchased as a brand new product from a retailer located in Australia or New Zealand.

This express warranty is personal to the first person who acquires the Real Flame product from the relevant retailer and claims under this warranty cannot be made by anyone other than this person.

The benefits conferred by this express warranty are in addition to the Consumer Guarantees referred to in section 3 and any other statutory rights you may have under the Australian Consumer Law, the New Zealand Consumer Guarantees Act and/or other applicable laws.

### 2. Registration

You must register to receive the benefit of this warranty by completing the warranty registration on our website ([www.realflame.com.au](http://www.realflame.com.au) or [www.realflame.co.nz](http://www.realflame.co.nz)) or completing and mailing the attached registration card within 30 days of purchase of your Real Flame product (or, if the Real Flame product is fitted to a new home, within 30 days of the date of settlement of purchase of such new home).

### 3. Exclusions

This express warranty does not apply where:

(a) the Real Flame product has been installed, used or operated otherwise than in accordance with the product manual or other similar documentation provided to you with the Real Flame product;

(b) the Real Flame product requires repairs due to damage resulting from accident, misuse, incorrect installation, improper liquid spillage, cleaning or maintenance, unauthorised modification, use on an incorrect voltage, power surges and dips, voltage supply problems, tampering or unauthorised repairs by any persons, use of defective or incompatible accessories or exposure to abnormally corrosive conditions;

(c) the repair relates to the replacement of consumable parts such as fuses in plugs and bulbs or any other parts of the Real Flame product which require routine replacement;

(d) you are unable to provide us with reasonable proof of purchase for the Real Flame product;

(e) the breakdown occurs after the expiry of the express warranty period set out in section 1; or

(f) the Real Flame product was not purchased in Australia or New Zealand as a brand new product.

### 4. Limit of Liability

The warranty provided under this warranty is limited to replacement or repair of the Real Flame product, at our option. To the extent permitted by law, Real Flame excludes liability for consequential loss or any other loss or damage caused to property or persons arising from any cause whatsoever, and damage arising from normal wear and tear.

## 5. Claiming under the Warranty

In order to claim under this warranty you must, within the Warranty Period, contact Real Flame, providing the original proof of purchase and the details below:

Supplier Name \_\_\_\_\_

Date of Purchase / settlement of property if new home \_\_\_\_\_

Model / Serial Number \_\_\_\_\_

This warranty does not cover the cost of claiming under the warranty or transporting the Real Flame electric fireplace to and from the supplier.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you acquired the goods in New Zealand, similar provisions of the Consumer Guarantees Act 1993 may apply, but may be excluded if you acquired the goods for the purpose of a business.

If you would like to speak to someone about your Real Flame product or claiming under this warranty, please contact the Real Flame Service Warranty Desk on AU 1300 554 155 or NZ 0800 666 2824.

Glen Dimplex Australia Pty Ltd  
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Head Office: 8 Lakeview Drive, Scoresby, Vic 3179, Australia  
Telephone 1300 554 155



Website:

[www.realflame.com.au](http://www.realflame.com.au)

[www.realflame.co.nz](http://www.realflame.co.nz)

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OPTIMYST is a trade mark of Glen Dimplex Heating and Ventilation.

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