

User manual e-Matrix heat e-BoX ENG



EN : This product is only suitable for well insulated rooms or occasional use.



The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3 These cover the essential requirements of EEC Directives 2014/35/EU and 2014/30/EU.

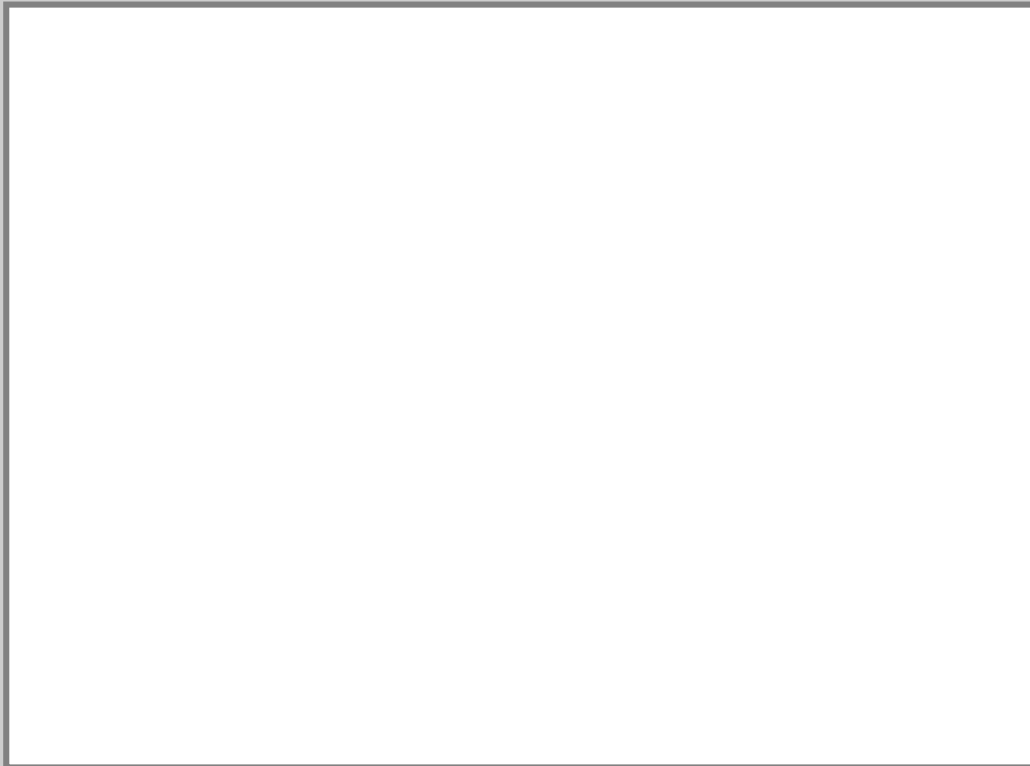


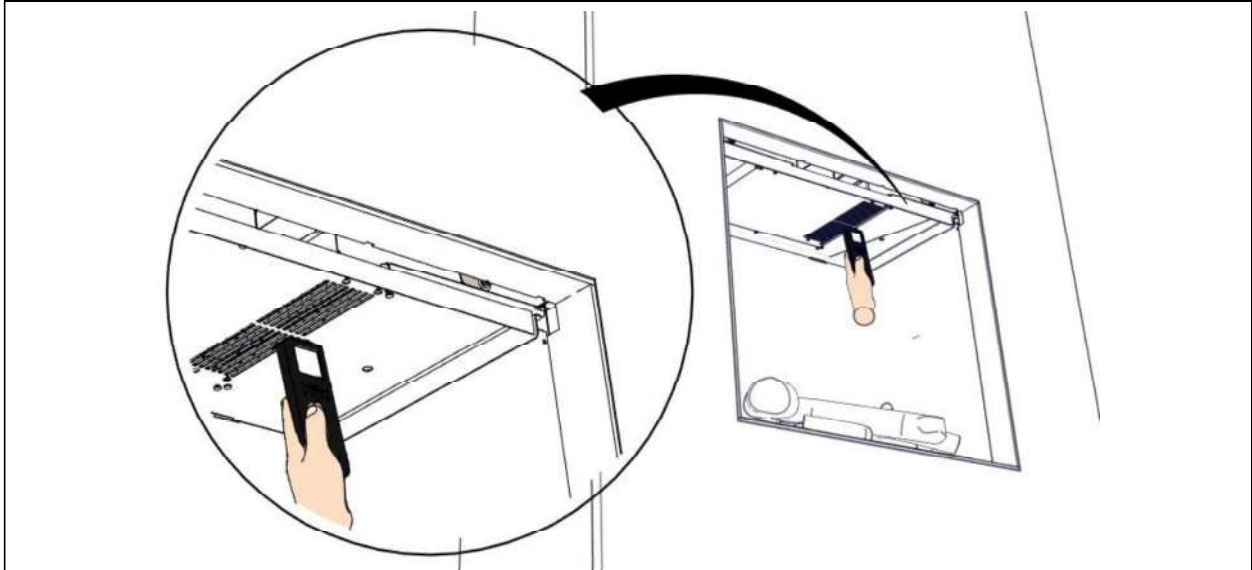
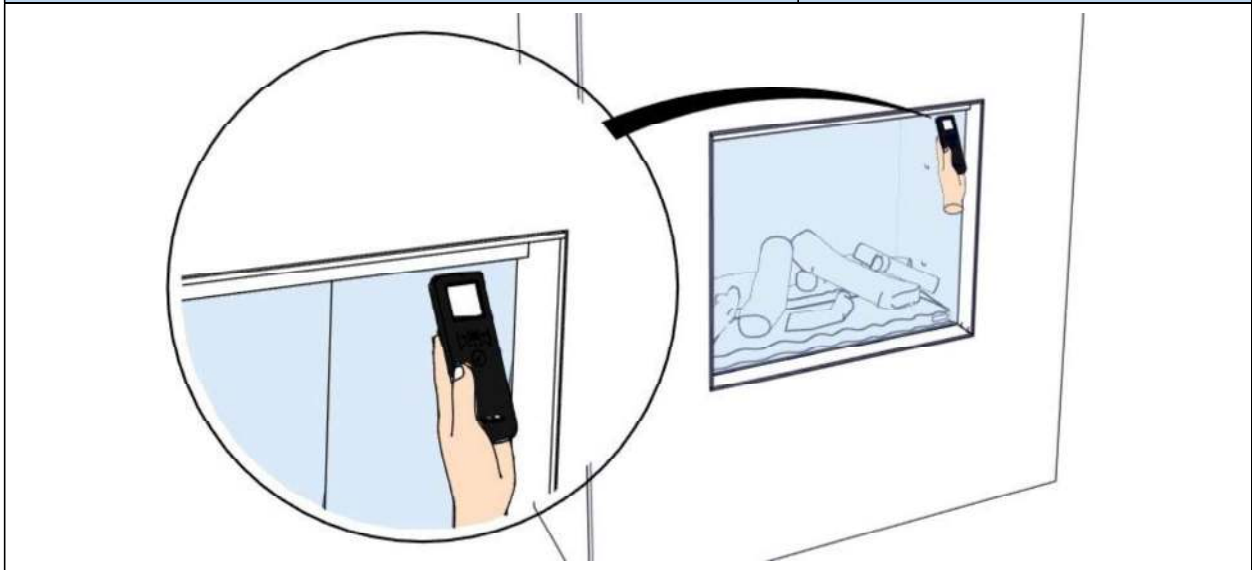
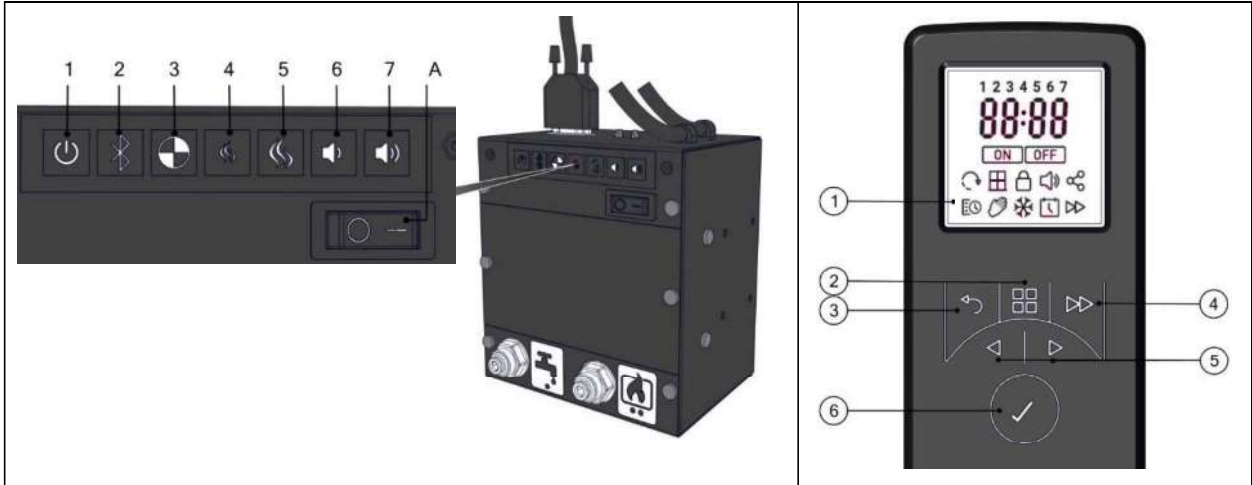


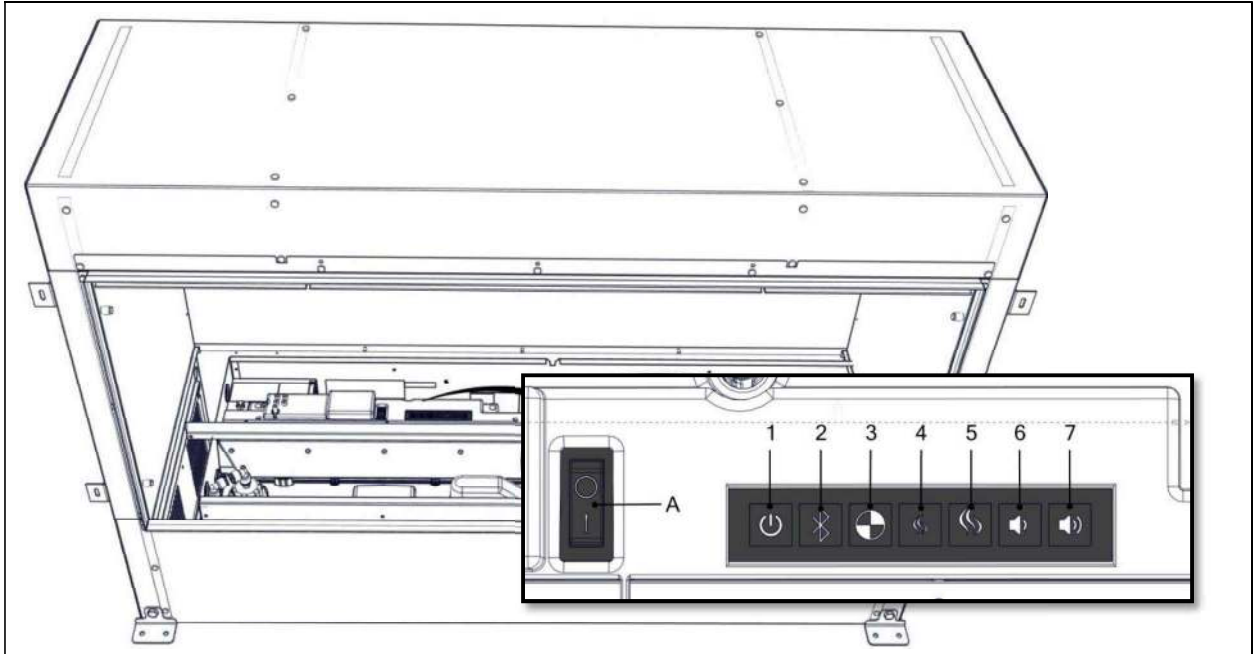
This user manual is intended for the following electric fires:

- e-MatriX heat 800/500 I,II,III
- e-MatriX heat 800/650 I,II,III
- e-MatriX heat 800/500 RD,ST
- e-MatriX heat 800/500 RD,ST LL
- e-BoX 1000/450 I,ST

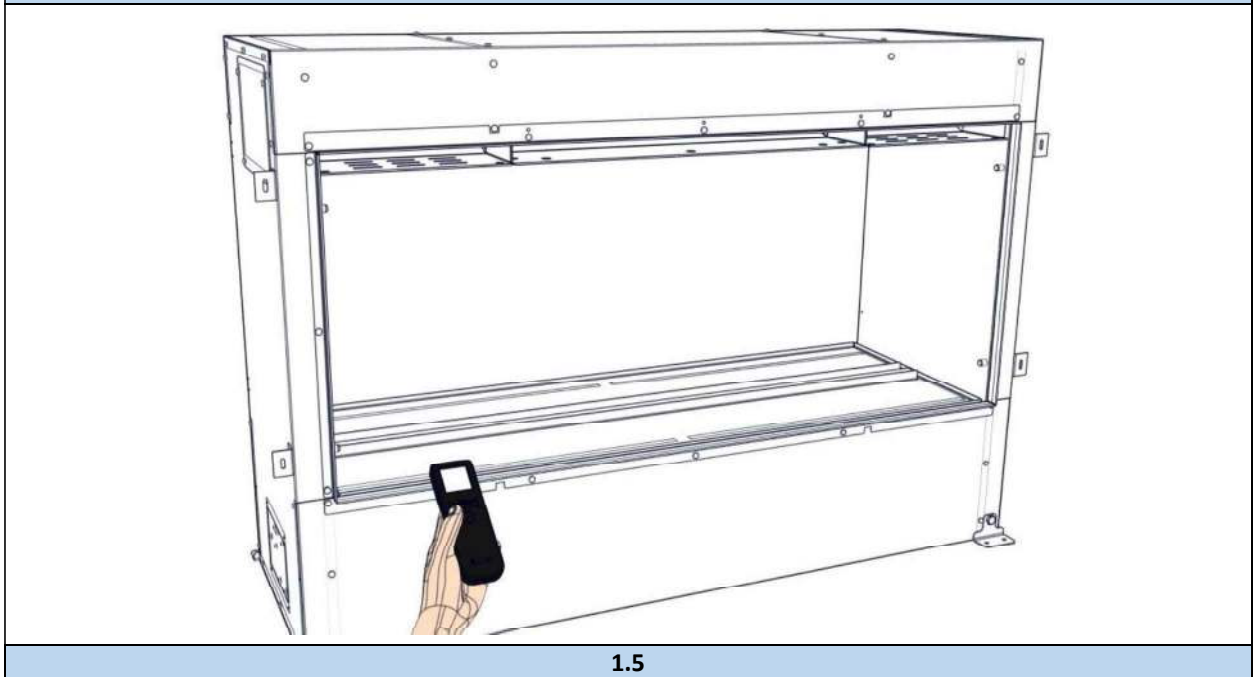
Rating plate:







1.4



1.5



1 Dear user

Congratulations on your purchase of a Faber fire! A quality product from which you will experience warmth and atmosphere for many years. We recommend that you read this manual carefully before using the fireplace. If any problem arises despite our strict quality control, you can always contact your dealer or Glen Dimplex Benelux B.V.

For any warranty claims, it is essential you first register your fireplace. During this registration, you'll find all information regarding our warranty.

➤ **Please note!**

The details of your electric fire can be found on page 3 of this user manual.

You can register your fireplace at:

www.faberfires.com

Glen Dimplex Benelux B.V.

Address: Saturnus 8
NL-8448 CC
Heerenveen

Tel: +31 (0)513 656 500

Email: contact@faberfires.com

Info: www.faberfires.com

1.1 Check

Check the fire for transport damage and immediately report any damage to your supplier.

1.2 Introduction

This product is only suitable for well insulated rooms or occasional use.

Only have the fire installed by a qualified installer according to the water and electric safety regulations. Read this installation manual properly.

1.3 CE Declaration

The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3 these cover the essential requirements of EEC Directives 2014/35/EU and 2014/30/EU.

2 Safety instructions for the user

CAUTION:

FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CAUSE INJURY AND/OR DAMAGE AND MAY INVALIDATE YOUR GUARANTEE.

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.

Warning:

This heater must not be used for anything other than normal domestic household purposes in the country where it was purchased from a recognized commercial retailer.

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 understanding 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.



Warning:

This appliance must be earthed.

The use of an extension lead or multi-plug adaptor is not advised when connecting this product to the mains. Connection through these devices could lead to a risk of overloading, overheating and even fire at the extension lead or adaptor due to inadequate connection quality.

This heater must be used on an ~alternating current supply (~) only and the voltage marked on the heater must correspond to the supply voltage.

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 appliance is accidentally covered or displaced.

DO NOT use the heater on deep pile carpets or the long hair type of rugs, or less than 750mm (30") away from any overhanging surface. Keep combustible materials such as drapes and other furnishings clear from the front, sides and rear of the heater. Do not use heater to dry your laundry. In the event of a fault unplug the appliance. Unplug the appliance when not required for long periods.

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.

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.

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, for instance by curtains or furniture, as this could cause overheating and a fire risk. The appliance carries a DO NOT COVER warning.

Warning:

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.

The water sump in this product is treated with a biocidal product, Silver Biocide in order to control harmful or unwanted organisms. This conforms with the latest relevant ISO standard.

Do not drink the water from the water sump.

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

2.1 Cleaning and maintenance

The device must be cleaned and checked by a qualified specialist to ensure the safe use and to guarantee a long service life.

The outside of the fire can be cleaned with a clean damp cloth.

Cleaning of the glass

Remove the glass as described in the installation instructions. The glass can be cleaned with glass cleaner. Never use aggressive cleaning agents or abrasive products.



3 General

➤ **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 and heat effect. This is normal and should not be a cause for concern. If this product experiences a power surge for whatever reason the product may cut-out. This is a normal safety feature and the product will resume operation after 30 seconds.

Thermal Safety Cut-out

A thermal safety cut-out is incorporated in the fan heater to prevent damage due to overheating. This can happen if the heat outlet was restricted in any way. If the cut-out operates, unplug the heater from the socket outlet and allow approximately 10 minutes before reconnecting. Before switching the heater back on remove any obstruction that may be restricting the heat outlet, then continue normal operation.

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 SWITCH THAT IS REGULARLY SWITCHED ON AND OFF BY THE UTILITY.

4 Manual control

e-Matrix: button functions Control box (fig. 1.0):

e-BoX: button functions Engine (fig. 1.4):


- A = main switch
- 1 = ON/OFF
- 2 = pairing
- 3 = only for maintenance (service engineer)
- 4 = reduce flame
- 5 = increase flame
- 6 = reduce fire crackling sound
- 7 = increase fire crackling sound

➤ **Please note!**


Main switch 'A' controls the electricity supply to the fire. To operate the fire, with or without the heat activated, this switch must be in the "ON" (I) position.

First time water fill


- Ensure that all ball valves are open and turn on the water supply;
- Ensure that the mains switch is in the "ON" (I) position;

- Switch the fire on by pressing the  button. This will be indicated by an audible "beep".
 - If the water level is high enough the flames will automatically start after 45 seconds.
 - If the water level isn't high enough after 45 seconds, fault code 51 will be displayed: With the remote control activated, press ◀ or ▶ button to highlight "CD51". Press ✓ to select. On reset screen, hold ✓ button for 3 seconds to clear the error. (the fire will come on automatically).

4.1 Switching ON the fire (without heat)

Press the  button to turn on the flame effect. This will be indicated by an audible "beep". Although the main lights operate immediately it will take a further 45 seconds before the flame effect starts.

4.2 Switching OFF the fire (standby mode)

Press the  button to put the fire into standby mode. This will be indicated by an audible "beep".

5 Remote control

Button functions, see fig. 1.1:

- 1 = display
- 2 = menu (home screen)
- 3 = return
- 4 = advance
- 5 = left/right and up/down
- 6 = confirm

- All functions of the fire can be operated with the remote control.
- Due to battery saving, the remote control screen will turn off after 10 seconds. To reactivate the remote control, press and hold the ✓ button for 1 second.
- The remote control is already connected with the receiver, so the fire is ready for use.

Placing batteries in the remote control

- Lift off the battery cover on the back;
- Place 2 AA 1.5 Volt Alkaline long life batteries;
- Place the battery cover again.

After replacing the batteries, the Date and Time need to be set first, see section 5.1.



Pairing remote control with receiver

e-Matrix:

At the Control box, see fig. 1.0:

- Turn the main switch in the “ON” (I) position and the fire will begin to advertise for 30 seconds automatically.
- With the remote control activated and 'PAIR' showing on the screen's remote, bring the remote control close to the top right of the appliance, see fig. 1.2. When the appliance starts to flash and beep, press the ✓ button once to pair the remote. *(Alternative: remove the front glass and bring the remote control into the top right of the appliance close to the grid, see fig. 1.3, until it starts to flash and beep).*

After the initial 30 seconds:

- Press the ✱ button at the Control box. The appliance now gives you another 30 seconds to pair the remote control. Now repeat the last step above.

e-BoX:

At the Engine, see fig. 1.4:

- Turn the main switch in the “ON” (I) position and the fire will begin to advertise for 30 seconds automatically.
- With the remote control activated and 'PAIR' showing on the screen's remote, bring the remote control close to the bottom left of the appliance, see fig. 1.5. When the appliance starts to flash and beep, press the ✓ button once to pair the remote.

After the initial 30 seconds:

- Press the ✱ button at the Engine. The appliance now gives you another 30 seconds to pair the remote control. Now repeat the last step above.

5.1 Default Settings

Setting the temperature indication (°C or °F)

The temperature indication on the display screen can be changed from °C to °F and the other way around:

- With the remote control activated, press the ☐ button;
- Press the ▷ button 3 times to select the Hand icon (☞);
- Press ✓ to confirm;
- Press and hold the ☐ button for 3 seconds;

- Press ◀ and ▶ to choose between °C and °F;
- Press ✓ to confirm.

The maximum temperature set point on the product is 30°C. You have the option to reduce this set point:

- Press ◀ and ▶ to choose your maximum temperature set point;
- Press ✓ to confirm;
- Press ↻ three times to return to the home screen.

Setting the Date and Time

- With the remote control activated, press the ☐ button;
- Press the ◀ button 2 times to select the Date and Time icon (📅);
- Press ✓ to set Time;
- Press ◀ and ▶ to set the Hour, press ✓;
- Press ◀ and ▶ to set the Minutes, press ✓ to confirm the time;
- Press ◀ and ▶ to set the Day, press ✓;
- Press ◀ and ▶ to set the Month, press ✓;
- Press ◀ and ▶ to set the Year, press ✓ to confirm the date;
- “dSt” (Daylight Savings Time) will be displayed, press ▶ to select the desired setting;
- Press ✓ to confirm.

Setting the Heat Output

- With the remote control activated, press the ☐ button;
- Press the ▷ button 3 times to select the Hand icon (☞);
- Press ✓ to confirm;
- Press the ▷▷ button for 3 seconds;
- The current heat setting will be blinking:
LO (1150-1350W)
HI (2050-2250W)
FAN (fan only, heat disabled)
- Press the ◀ and ▶ buttons to adjust the setting;
- Press ✓ to confirm;
- Press the ↻ button to exit menu and return to the home screen.



5.2 Basic functions

Main switch 'A' controls the electricity supply to the fire.

➤ Please note!

To operate the fire, with or without the heat activated, this switch must be in the 'ON' (I) position.

Switching ON the fire (without heat)

- With the remote control activated, press the button;
- FIRE will be displayed and ON will be blinking. Press to switch on the appliance. This will be indicated by an audible "beep".

Although the main lights operate immediately it will take a further 45 seconds before the flame effect starts.

Switching OFF the fire (standby mode)

- With the remote control activated, press the button;
- FIRE will be displayed and OFF will be blinking. Press to switch off the appliance. This will be indicated by an audible "beep".

Manual Mode (heat)

This mode heats the room to the temperature you have set the remote control to.

(The Manual Mode ignores the Timer Mode, see section 5.3). The temperature is factory set at 15°C.

Switching ON the Heat

- With the remote control activated, press the button;
- Press the button 3 times to select the Hand icon ();
- Press to confirm;
- Use and to adjust to the desired temperature.

Getting the desired flame effect

The fire always starts with minimum flame setting.

Flame Setting

- With the remote control activated, press the button;
- Press the button to select FIRE;
- Press to confirm;

- The current flame setting will be displayed (F1-F6). Press the and buttons to adjust the setting. (F1 is the lowest flame setting and F6 the highest). After selecting the desired flame setting, press the button to exit the menu and return to the home screen. Please give the flame generator time to react to the changes you make.

➤ Please note!

Increasing the flame height can lead to condensation on the glass.

Crackling Sound Setting

- With the remote control activated, press the button;
- Press the button to select the Sound icon ();
- Press to confirm;
- The current volume setting will be displayed (OFF-06). Press the and buttons to adjust the setting. After selecting the desired volume setting, press the button to exit the menu and return to the home screen.

If the fire is either turned to standby or switched off entirely, it will always revert to the minimum flame setting. The crackling sound level will remain the same as the last sound level as set by the user.

5.3 Extended functions

Timer Mode (heat)

Provides greatest flexibility to the user. Four heating programs (P1-P4) are available throughout the day and these can be customised for each day of the week.

Programming the Timer Mode

1. With the remote control activated, press the button;
2. Press twice to select the Schedule Icon ();
3. Press to confirm;
4. EDIT will be displayed and ON will be blinking. Press to select EDIT and press . (Days of the weeks are now displayed at the top of the screen).
Day 1 = Monday
Day 2 = Tuesday
Day 3 = Wednesday
Day 4 = Thursday
Day 5 = Friday
Day 6 = Saturday



Day 7 = Sunday

5. Press ◀ and ▶ to select the desired day and press ✓ to confirm;
6. P1 (program 1) will be displayed. Press ✓ to program P1.
7. Press ◀ and ▶ to adjust the ON Hour time, press ✓ to confirm;
8. Press ◀ and ▶ to adjust the ON Minute time, press ✓ to confirm;
9. Press ◀ and ▶ to adjust the Temperature setting, press ✓ to confirm;
10. Press ◀ and ▶ to adjust the OFF Hour time, press ✓ to confirm;
11. Press ◀ and ▶ to adjust the OFF Minute time, press ✓ to confirm.
12. Press:
 - Or the ✓ button to program P2 or the ▶ button to select P3 or P4 and press ✓ to program (follow steps 6-10);
 - Or the ↻ button to return and select and program another day (follow steps 4-10) or copy the newly programmed heating programs to other days (see next section);
 - Or the ↻ button twice to exit.
13. ON will be displayed and EDIT will be blinking. Press the ▶ button once to select ON and press ✓ to activate the Timer Mode.

Copy heating programs to other days

To copy newly programmed heating programs (P1-P4) to other days:

- Use ◀ and ▶ to select the day which has to be copied.
- Press and hold the ▶▶ button for 3 seconds and COPY will be displayed;
- Use ◀ and ▶ to select the desired day.
- Press and hold the ✓ button for 3 seconds and PASTE will be displayed and confirms that the heating programs has been copied.
- Press the ↻ button to exit.

Frost Protection Mode

This mode can be used to provide protection against frost when the fires is switched on. It maintains a room temperature of 7°C throughout a 24 hour period.

- With the remote control activated, press ◀ three times to highlight the Frost icon (❄);
- Press ✓ to activate the Frost Mode;
- To exit the Frost Mode and enter Manual Mode automatically, press the ◀ or ▶ button.



6 Technical data

e-Matrix		230 V	240 V
	Full Heat	2050 W	2250 W
	Half Heat	1150 W	1350 W
	Flame Only	245 W	260 W
	Standby	5 W	5 W
	Batteries Remote	(2x) 1,5 AA V	
	Water Consumption	0,15 L/h	
	Inlet Water Pressure	0,5-8 Bar	
	Water Connection	½ or ¾ Inch	

e-BoX		230 V	240 V
	Heat	1373 W	1495 W
	Flame Only	463 W	504 W
	Standby	32 W	35 W
	Batteries Remote	(2x) 1,5 AA V	
	Water Consumption	0,3 L/h	
	Inlet Water Pressure	0,5-8 Bar	
	Water Connection	½ or ¾ Inch	



7 Troubleshooting and fault codes remote control

Code	Symptom	Cause	Action
	The flame effect will not start.	No power supply. Low water level. The transducers) are not connected properly.	Check if power supply is connected to wall socket correctly and the mains switch is in the ON (I) position. See "First time water fill", Chapter 4. Check that the connector(s) is inserted correctly: <u>e-MatriX</u> : see installation manual fig. 6.1. <u>e-BoX</u> : see installation manual fig. 3.2.
51	The appliance will not start or stopped working and the LED's continuously to blink twice.	Low water level. The absorption valve (overflow protection) is activated.	See "First time water fill", chapter 4. Switch the mains switch to the "OFF" (0) position. Check all connections on water leakage and turn the mains switch back in the "ON" position. <u>e-MatriX</u> : see installation manual, chapter 9.2. <u>e-BoX</u> : see installation manual, chapter 7.2.
56	The appliance will not operate, the LED's continuously to blink four times.	Water filling time is too long.	Switch the mains switch to the "OFF" (0) position. Check all connections on water leakage. Close the ball valves and check the mesh filter by unscrewing the base of it to see that it is not clogged with dirt and debris. Open the ball valves again and turn the mains switch back in the "ON" position.
	The flame effect is too low on the highest setting.	The transducers and/or air filter are dirty.	Call for maintenance.
	The flame effect is too high and there is too much smoke.	The extractor fan doesn't work anymore.	Check if the fan, mounted at the top right inside the fire, is running.
	The remote is not working.	Low batteries. Remote isn't paired to receiver. Distance to fire is too far.	Place new batteries, see chapter 5. Pair the remote control with the receiver, see chapter 5. Shortens the distance.
	Large amount of smoke appears grey or colourless.	Lamp failure.	Call for maintenance.
57	The appliance will not operate, the LED's continuously to blink three times.	Water leak	Switch the mains switch to the "OFF" (0) position. Check all connections on water leakage and turn the mains switch back in the "ON" position.
58	The appliance will not operate, the LED's continuously to blink once every eight seconds.	Water level too high.	Switch the mains switch to the "OFF" (0) position and call for maintenance.