



INSTALLATION & OPERATING MANUAL

Vivente Landscape Electric Fire

Models: VVT75, VVT100, VVT150



The product is compliant with the local electrical standards of all countries where offered for sale by Glen Dimplex and its subsidiaries.

CAUTION: 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.
- Do not use this heater if it has been dropped.
- Do not use if there are visible signs of damage to the heater.
- Use this heater on a horizontal and stable surface.

The 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 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 disconnect the appliance.

Disconnect the appliance when not required for long periods.

The appliance must be positioned so that the plug is accessible. Electrical Requirements section for more details. 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: 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.

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 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.

Real Flame Vivente Electric Fire

Models: VVT75, VVT100, VVT150

Thank you for choosing a Real Flame electric fire.

General Information

⚠ CAUTION: Ensure installation does not allow fire to be in direct contact with building vapour barrier or insulation and meets all local building code.

⚠ WARNING: To reduce the risk of fire, do not store or use gasoline or other flammable vapours or liquids in the vicinity of the heater.

1. Select a location that is not susceptible to moisture and is away from curtains, furniture and high traffic.
2. Unpack the fire and accessories from their box.

NOTE: Leave the front glass and partially reflective glass, safely, in the box until ready for installation.

3. Store the fire in a safe, dry and dust free location until it is ready to be installed.

This electric fire is designed to be installed into a solid construction – such as an existing chimney breast or plaster board construction. The installation of this product should be carried out by a qualified professional.

There are several options for displaying the fire, including:

- Choice of background panel
- One, Two or Three-sided installation
- Materials to be placed onto the fuel bed

Please follow these instructions to assist you in the installation and operation of this product.

Technical Information

Heat Output		230V	240V	
Nominal Heat Output	P_{Nom}	1.4	1.5	kW
Minimum Heat Output	P_{min}	1.3	1.4	kW
Maximum Continuous Heat Output	P_{max}	1.4	1.5	kW
Auxiliary Electricity Consumption				
In Standby Mode	eI_{SB}	0.49	0.49	W

with electronic room temperature control.

Installation Instructions

Step 1: Choosing Installation Type

The Vivente can be configured in 4 different ways:

- Single-sided – Front glass only (see Fig 1a)
- Two-sided Right (see Fig 1b)
- Two-sided Left (see Fig 1c)
- Three-sided (see Fig 1d).

Fig. 1a

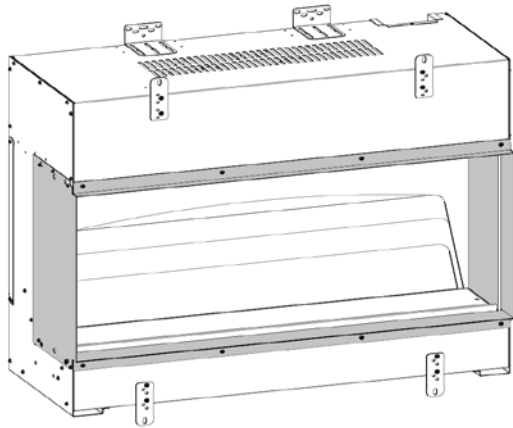


Fig. 1b

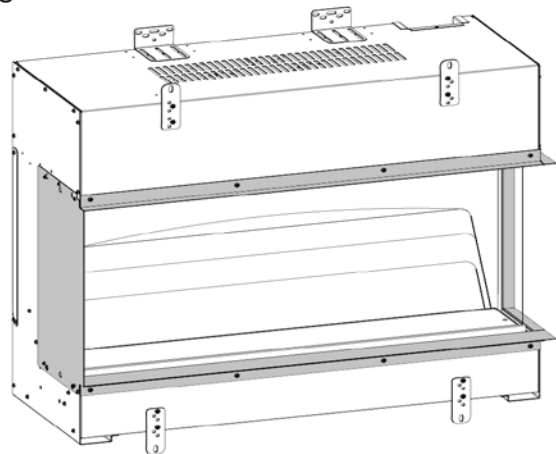


Fig. 1c

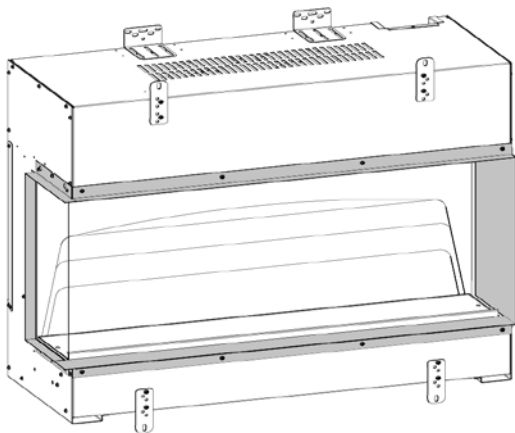
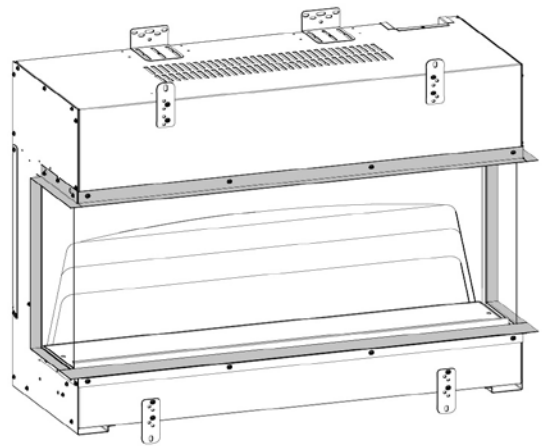


Fig. 1d

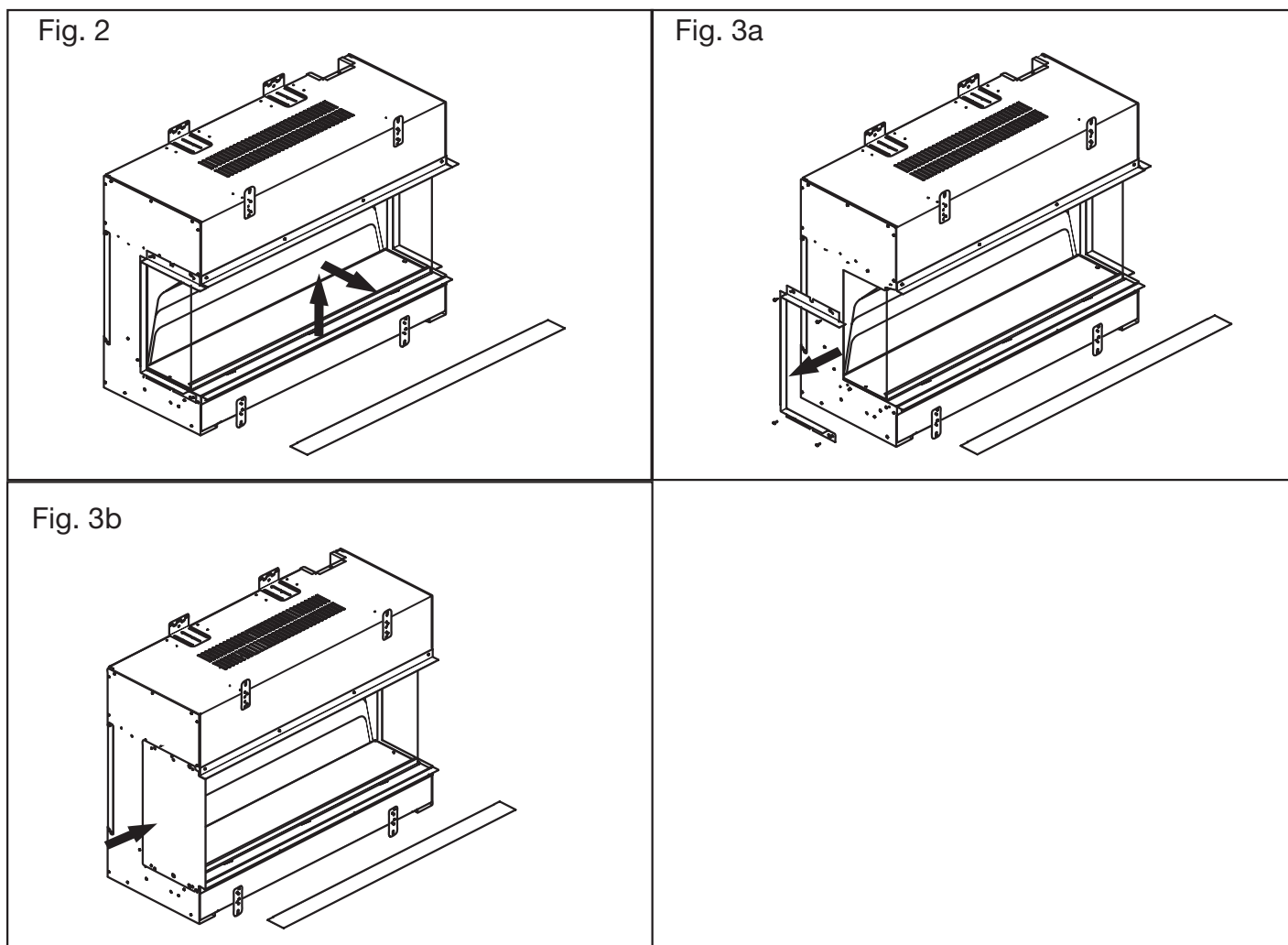


The Vivente is supplied as a Three-sided configuration.

Please follow the steps below to adjust to your desired arrangement.

1. Remove front bottom trim on unit. The bottom trim is secured by magnets. Push the trim up and pull it out. See Fig. 2
2. On the desired side you wish to cover, remove side glass trim which is held in place by four screws. Attach side panel in place of the side trim using the same four screws. See Fig. 3a & 3b (The glass sides are not to be removed when adding in the sides)

3. For Front Glass Only setup, repeat Step 2 on the opposite side of product.
4. Assemble the appropriate front Trim to the product. See Fig. 2
(Three different trims are provided with the product to facilitate the various setup options.)



Step 2: Choosing Back Panel

The Vivente comes with two back panels, offering four different finishes.

The product is provided with one back panel in the unit. If you wish to change this to another back panel design, it is advised to do so before installing the product. It is possible to fit the back panel after the product has been installed, but it takes significantly longer and should only be done by a qualified professional or competent person.

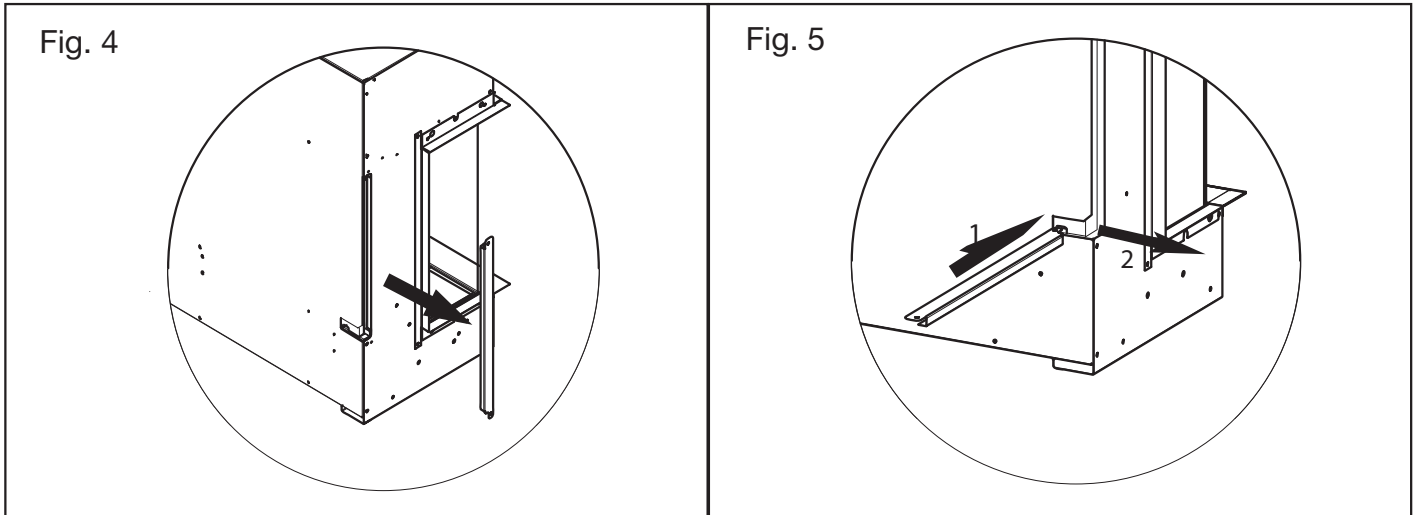
All panel finishes provided contain a decorative finish, which complements the flame effect. If so desired, these back panels can be painted with alternative colours.

The plain panel can also be painted or decorated with wallpaper to create a unique panel, please follow the instructions on your selected paint or wallpaper adhesive, for bonding on top of the painted MDF panel.

Please take care not to scratch these panels while storing or fitting them.

Fitting Panel – Before Installation (Recommended)

1. Remove side bracket as displayed on Fig. 4
2. The side bracket can be used to take out the back panel. Insert the bottom part of the side bracket into the Back Panel notch, and slide out the back panel (Fig.5).
3. Place the desired back panel into position and reassemble side bracket using two screws.



Fitting panel – After Installation

The Back Panel can also be changed after the product has been installed, a person of suitable competence is required to carry out this task. Please follow the steps below.

1. Disconnect product from Power Supply and remove front trim on unit. See Fig. 2
2. Remove Front Glass from product and store in a safe place. See Fig. 6 (A suction cup is provided to help remove/replace the front glass.)
3. Remove Fuelbed fixing screws, then remove Fuelbed. (Fig. 7) It is recommended that the logs are carefully removed before lifting out the fuel bed.
4. Remove both Side Glasses by tilting them in at the bottom, then sliding down and out to remove. Store these in a safe place. (Fig. 8).
5. Remove plastic Inner Screen by tilting it from the base. (Fig.9) Use finger access provided to allow you to contact the bottom of the screen.
6. Remove Back Inner Panel bracket (Fig. 10a), there are a number of keyhole slots which allow for the bracket to be removed without removing the fixing screws.

Inner Back panel can then be tilted and removed from its housing. (Fig. 10b)

7. Replace with new Back Inner Panel, and reverse the steps set out above, to re-assemble the product. Ensure Inner screen is reassembled correctly into its locating slot at the top. (Smooth mirrored finish to face the front of the product, on the larger units an extra person maybe required to simply the refitment of the Inner screen.)

Fig. 6

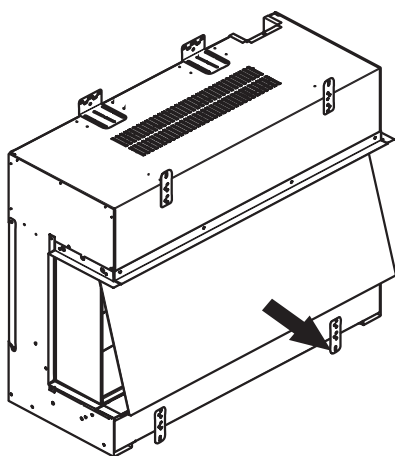


Fig. 7

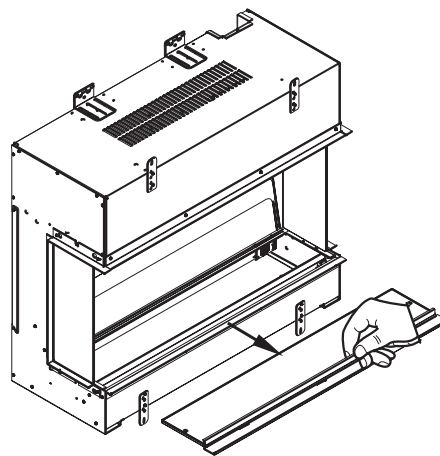


Fig. 8

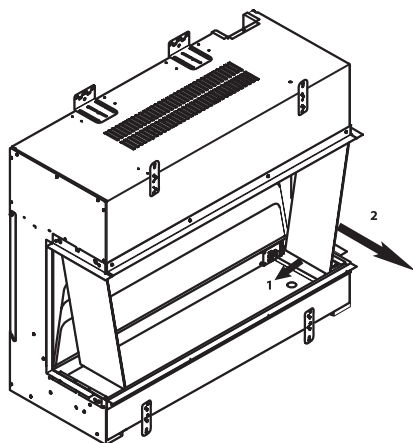


Fig. 9

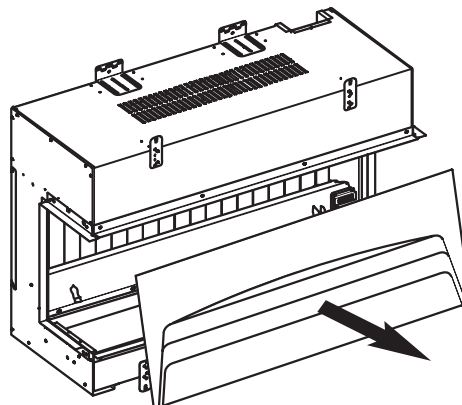


Fig. 10a

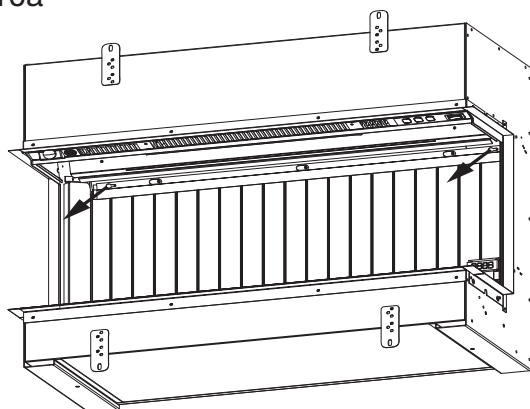
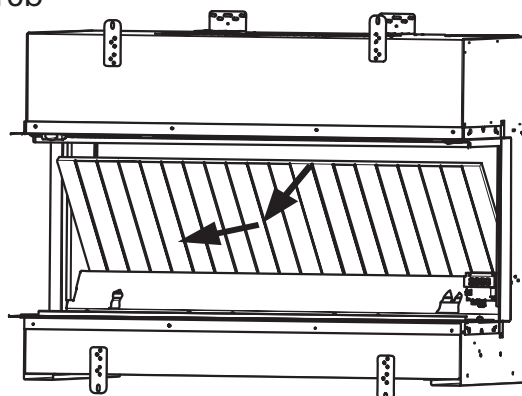


Fig. 10b



Step 3: Installing the Product

CAUTION: Two people will be required for various steps of this procedure.

This product is designed to be installed into existing block wall or a custom-built stud wall structure. Please consult a competent installer before undertaking this to ensure a safe and secure installation. If installing into an existing chimney or flue, please ensure that the chimney or flue is blocked off. This is to prevent up-draughts affecting product operation.

Electrical Requirements

NOTE: A dedicated, properly fused 10 Amp circuit is required, rated for the appropriate voltage (230-240V). An isolation switch should also be incorporated in cases where the product plug is inaccessible after installation.

An access panel is provided in the base of the product, it is advisable that the plug is located directly below this panel in the event that access is required to the plug after installation.

WARNING: Construction and wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

WARNING: To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

Frameout Requirements

1. Using the product dimensions (Fig. 11), build a suitable structure for the product to fit into. Ensure that, when installed, the product is within 1m of a power outlet. Please refer to Electrical Requirements section above for more details.

It is recommended that the base of the unit is installed between 200mm and 800mm from the floor. This is to maintain an optimised viewing angle of the fire effect. (See Fig. 12)

The product must not bear the weight of the finished wall located above it. Consider the use of a lintel for appropriate support.

2. Using any combination of the three fixing methods (Fig. 13 a,b,c), fix the product to its supporting structure.

3. Build the finished wall up against the appliance using the glass trims as a guide. The finished wall should be built in a way that allows the power supply to be accessible after installation.

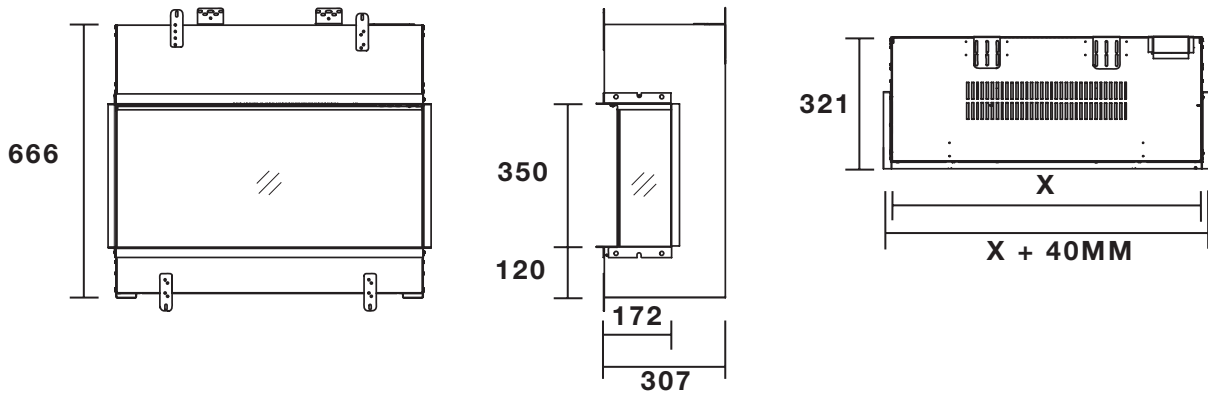
It is recommended to leave 150mm of clearance area directly above the product for ventilation purposes. (Fig. 12) This clearance area can be located behind the finished wall surface.

Note- While the 150mm clearance is recommended, it is not mandatory and may be reduced if required to suit a particular installation.

The product should not be sealed in place with silicone or adhesive as this can restrict airflow.

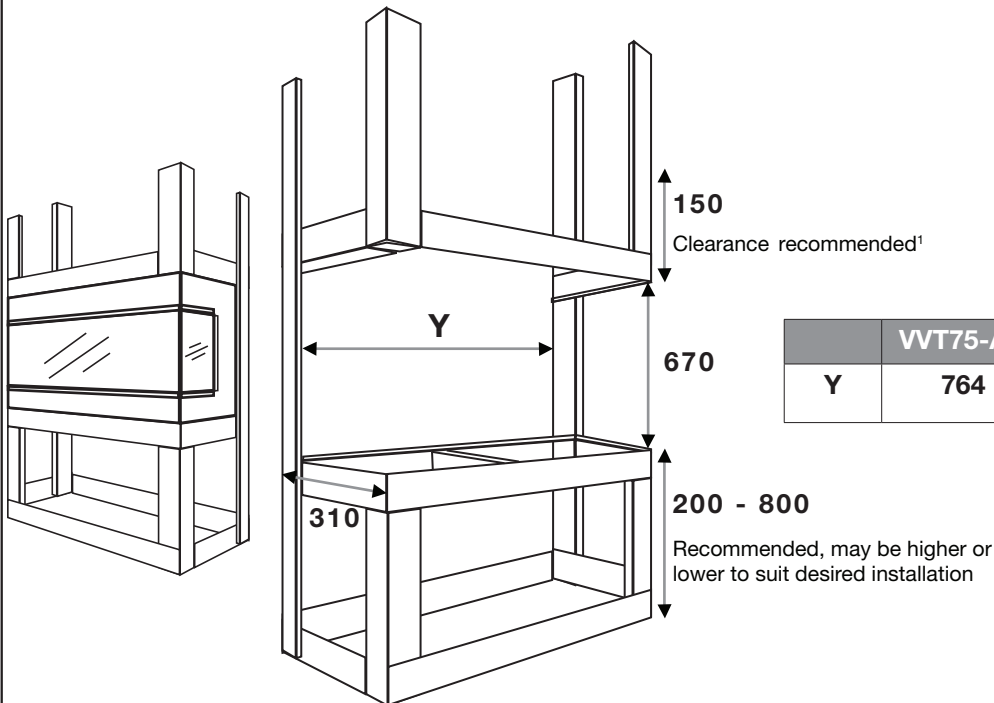
Fig. 11

Unit Dimensions



	VVT75-AU	VVT100-AU	VVT150-AU
X	753	1003	1503

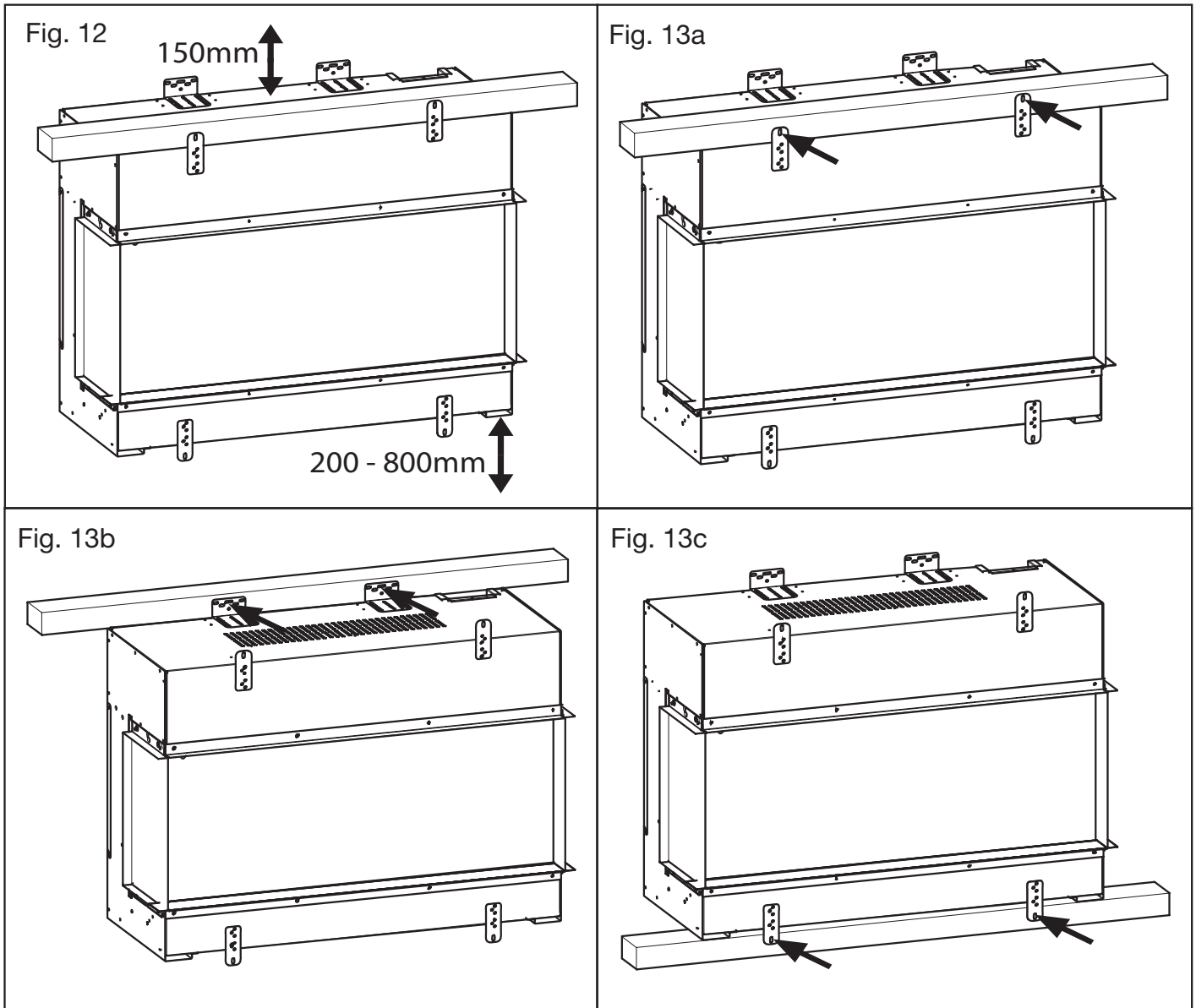
Minimum Frameout Dimensions



	VVT75-AU	VVT100-AU	VVT150-AU
Y	764	1014	1514

*All measurements are in MM

Note 1- While the 150mm clearance is recommended, it is not mandatory and may be reduced if required to suit a particular installation.



Step 4: Fuelbed Assembly

A range of fuel bed material has been provided for you to choose your desired look.

A set of high-quality ceramic logs enhance the effect of this fire. Please take great care when handling these logs to ensure they do not get dropped or rub against each other, as they are easily marked. The following fuel bed media is included

- Ceramic Logs
- Ash Dust
- Crystal pieces

We have taken great care to create what we feel is the most authentic fuel bed, please follow the steps below for more information. Please note: A mix and match of fuelbed

media can also be done to create unique fuel bed assembly.

1. Remove front trim on unit. (Fig. 2)
2. Remove Front Glass from product and store in a safe place. (Fig. 6) (A suction cup is provided to help remove/replace the front glass.)
3. For a contemporary setup (Fig.14), place crystals on fuel bed, covering the top surface of the fuel bed. These will provide a glowing embers effect, when the flame effect is operating.
4. For a traditional look, arrange the logs on top of the fuel bed, to your preference. Please follow the steps at the end of this document which provide a visual representation for log arrangement. Ash dust is also supplied for this setup. Sprinkle this across the fuel bed to produce a realistic log burning effect. (Note: Ash dust has to be placed carefully around the logs to prevent you from seeing the fuel bed under lights in the reflective inner screen to allow you have a realistic fuel bed As per Fig 15).
5. Reverse steps 1 and 2 to re-assemble product.

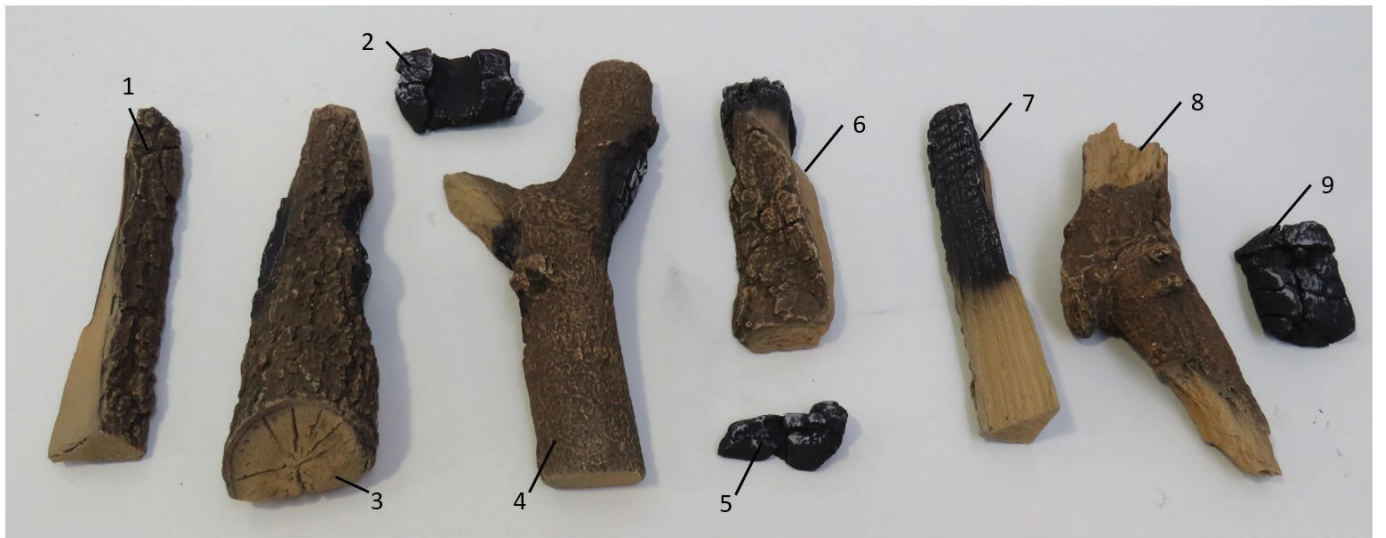
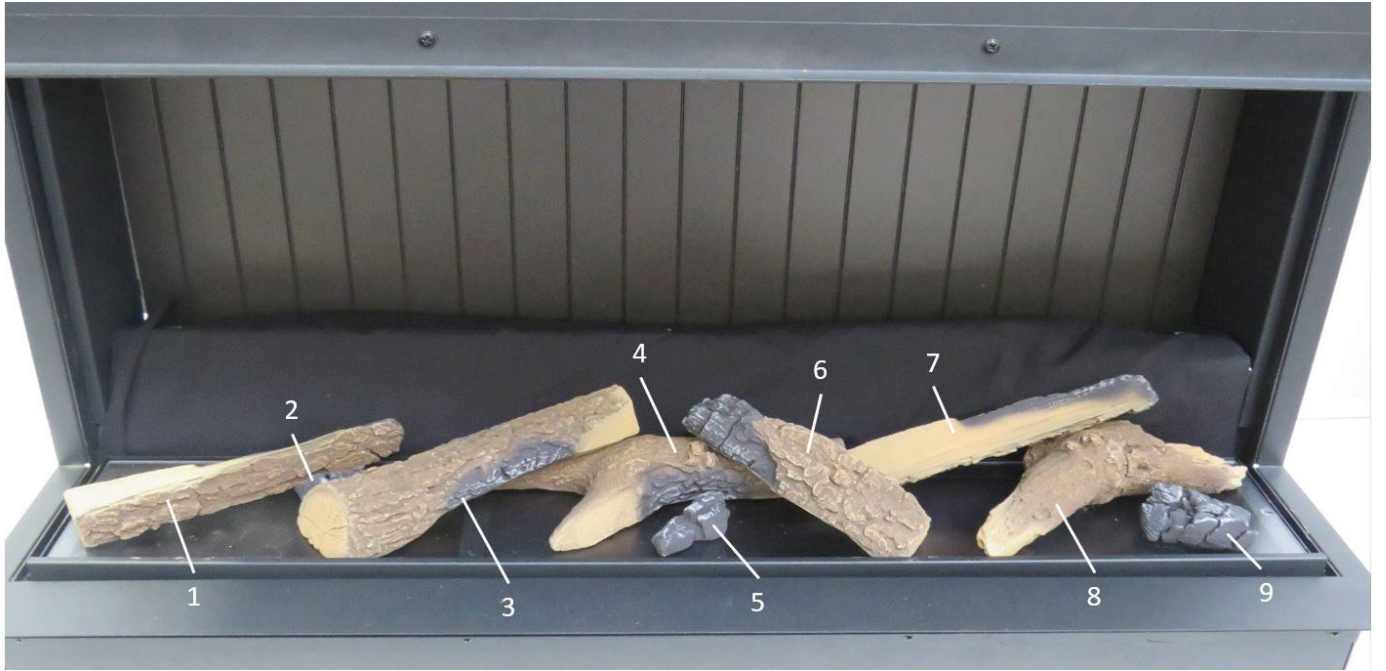
Fig. 14



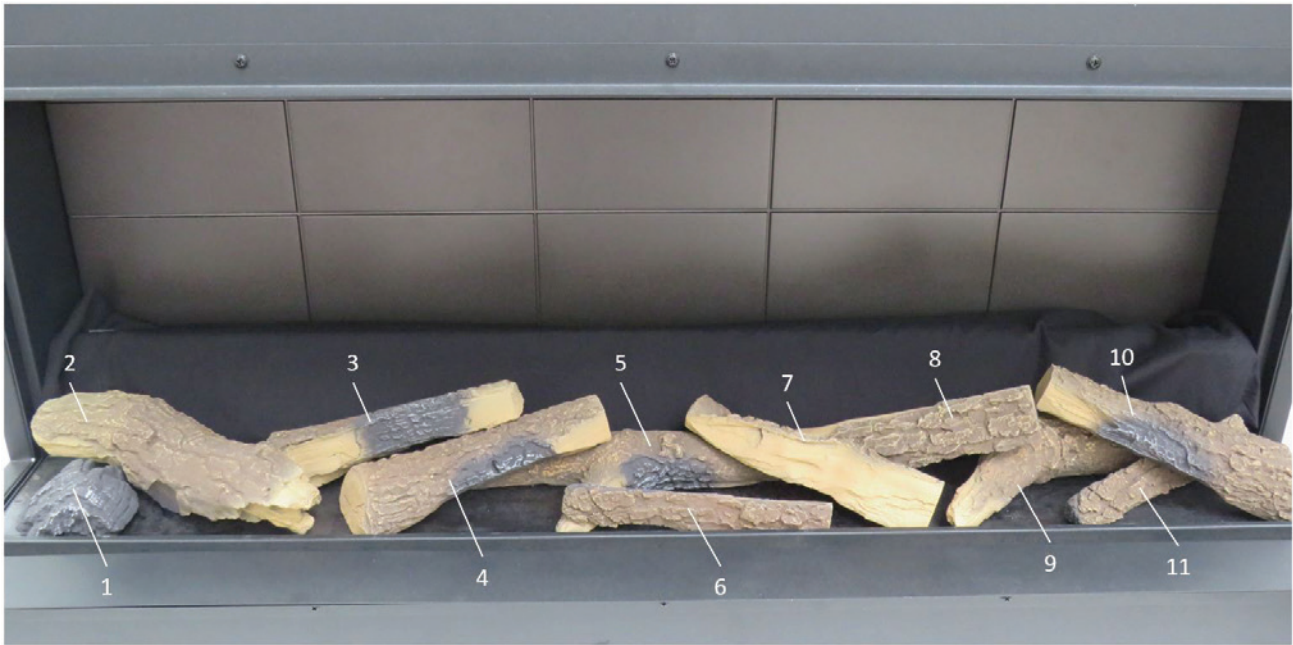
Fig. 15



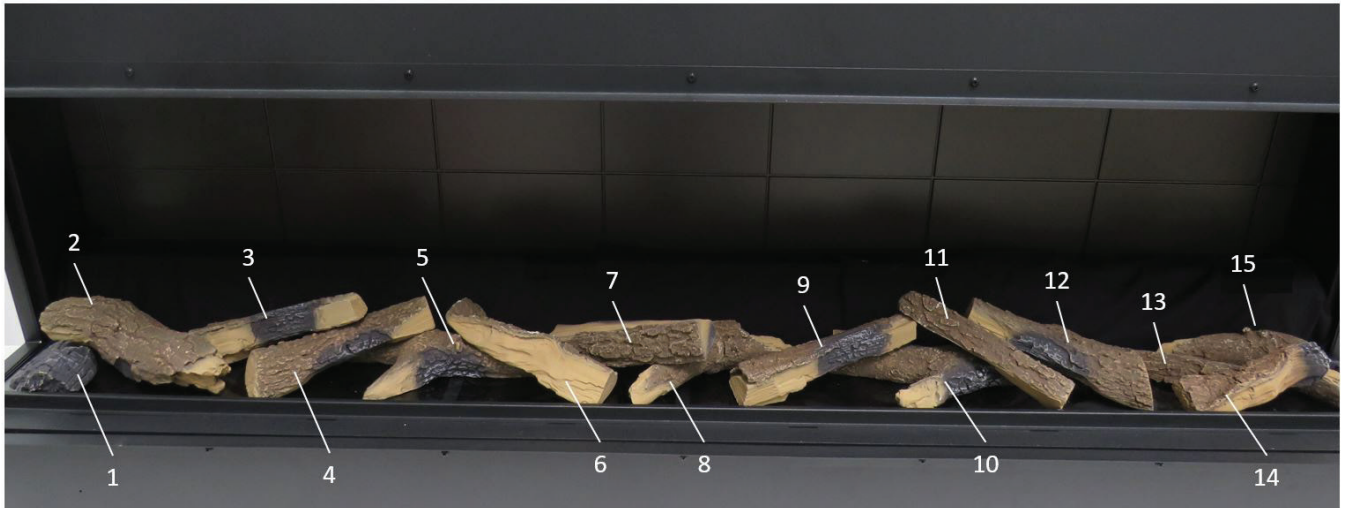
VVT75



VVT100



VVT150



Operation and Use

WARNING: Failure to follow these operating instructions may result in injury and/or damage.

Thank you for choosing the Vivente. We hope you enjoy using your new electric fire. Please take a few minutes to read these instructions. This will help you understand and benefit from all of the following features:

- Heating – including “Comfort\$aver”
- SmartSense
- On board controls
- Remote control
- App control
- Flame effects

Comfort\$aver

This electric fire operates with Comfort\$aver technology, which automatically adjusts the fan speed and heater wattage to match the requirements of the room based on the thermostat setting. Conventional electric heaters work by simply being fully on or off, which can result in swings from slightly too warm to slightly too cold.

Comfort\$aver operates such that once the room reaches the set point, the fan and heater will continuously run at a low level, to maintain the desired room temperature providing a more comfortable heating which results in up to an 11% energy saving.

If the temperature in the room rises significantly, i.e. sun coming through a window or the central heating turns on, the heater will turn off and periodically turn back on to circulate the air around the unit, until the room temperature drops and requires the heater to be constantly on again.

SmartSense

SmartSense detects activity or movement in a room and automatically switches on the flame effect, without the need for you to touch the controls. SmartSense will also detect inactivity in a room and after a certain period of time switch the product into standby mode. See Fig. 16 which illustrates the detection zone for SmartSense.

When the fire detects no activity, it will switch itself off. You can choose either these periods of time - 30 minutes or 3 hours.

SmartSense is deactivated for 3 minutes after the product is put into standby mode. This allows you to leave the room after putting the product on standby, without triggering the SmartSense function.

SmartSense has the following three settings:

"HOME" (via APP)

On this setting SmartSense will only switch the flame effect when it detects movement between the hours of 5-11pm, so if you enter the room during the day the fire will not react. However in the evening, your Real Flame fire will instantly switch on your flame effect – remembering your last setting.

"24 Hr" (Default)

SmartSense will switch on the flame effect when it detects movement at any time during the day or night. This is ideal for retail and commercial environments.

"OFF"

SmartSense can be switched off, which will allow the product to perform normally in every other aspect

Controls

The unit can be controlled by:

- On board/Manual controls which are located on the upper right of the fireplace (See Fig. 17)
- Remote control – supplied
- App control. Using a dedicated App on your smart device.

Not all of the features can be accessed by the on-board controls. To access the full range of features, the downloadable App is required.

Pairing your remote control.

To pair your remote control simply turn OFF and ON the power to the product, now press the standby button on your remote control and your handset is now paired with your product.

Fig. 16

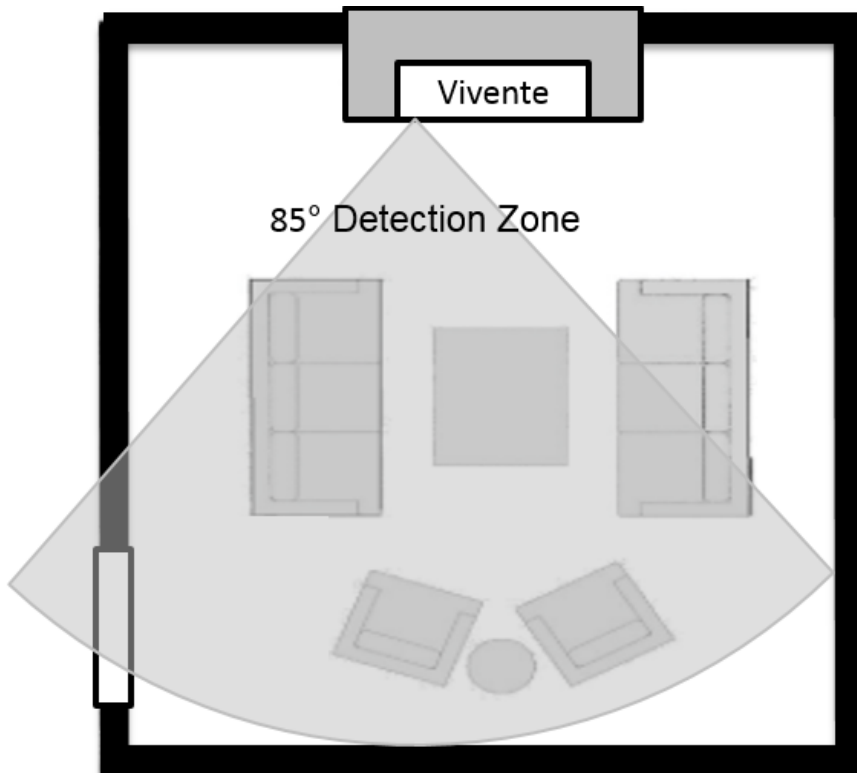
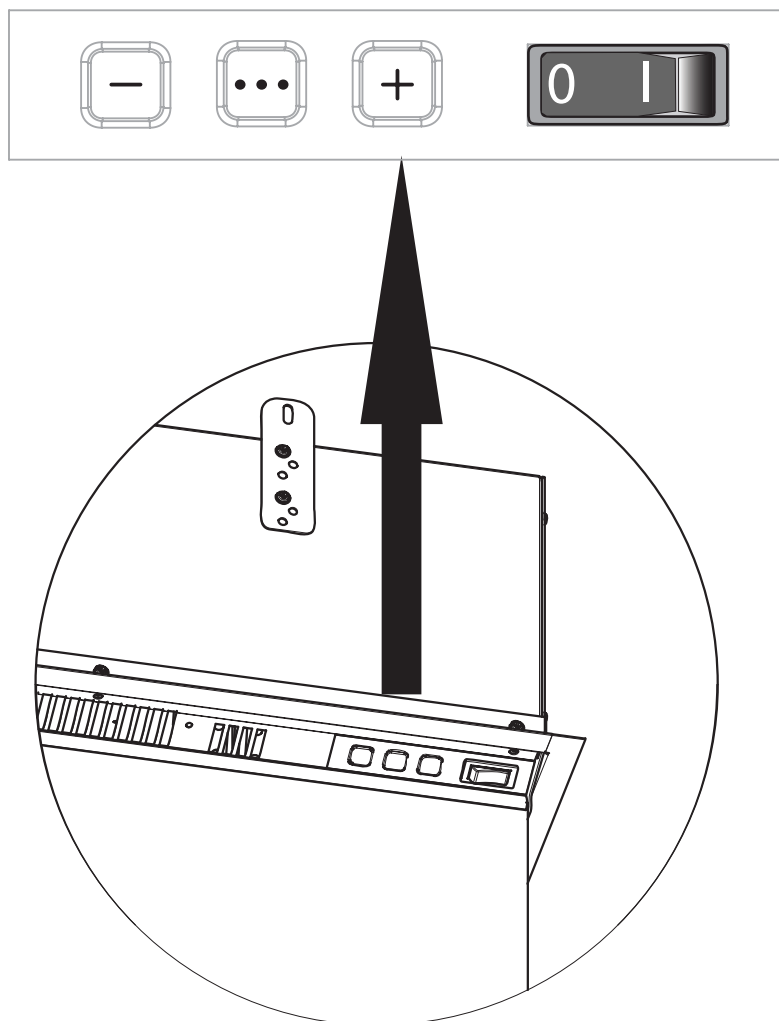






Fig. 17



Operating Instructions (ON BOARD CONTROLS)- See Figure 16

The unit can be operated using the manual controls which are located on the upper right of the fireplace. See Fig. 17

Icon	Function	Description
	Standby Switch	Turns product on to Standby mode. When pressed to "I", Display Board show "ST.BY" for five seconds, then shows "." only, to indicate standby condition.
	Menu Cycle Button	<p>After initial power up, product is on standby. Press Menu Cycle Button Once: This turns on the flame effect to a default setting. Display Board show "ON".</p> <p>This button cycles through the Product setting options, when the product is operating. These options are "FIRE", "AMB", "HEAT", "Set.T", "TIMR", "SNSR" and "VOL".</p> <p>"FIRE": The Flame Brightness Setting can then be adjusted using the "+" or "-" buttons. There are seven settings. (Display shows "-F1-" to "-F5-", for the different levels of brightness, "-F6-" for Pulsating Effect and "OFF" when the flame effect is turned off.)</p> <p>"AMB": The Ambient Setting can then be adjusted using the "+" or "-" buttons. There are seven settings available on the onboard controls. (Display shows "AMB1" to "AMB7") "AMB8" is a customisable mood setting that is available via the Flame Connect App. Please Note: "-F6-" is not an available setting when in "AMB6", "AMB7" or "AMB8".</p> <p>"HEAT": The set temperature "XXST" is displayed for two seconds, after that, the room temperature "XX°C" for a further two seconds. The Heat Setting can be switched ON/OFF using the "+" or "-" buttons respectively. (Display shows "ON" or "OFF")</p> <p>"Set.T": The Set Temperature can then be adjusted using the "+" or "-" buttons. Temperature range is 15°C - 32°C and is in increments of 1°C (Display shows "15ST" up to "32ST")</p> <p>"TIMR": The Runback Timer can be adjusted using the "+" or "-" buttons. This can be set between 0.5 Hrs and 8.0 Hrs in increments of 0.5 hrs. ("0.5Hr" to "8.0 Hr + OFF")</p> <p>"SNSR": The SmartSense Settings can be adjusted using the "+" or "-" buttons. "MIN" turns product off 0.5 hour after last movement detected. "MAX" turns product off 3 hour after last movement detected. "OFF" - Motion Sensor turned off.</p> <p>"VOL": The Volume can be adjusted using the "+" or "-" buttons. Volume has seven settings. ("OFF", which is sound off and "VOL1" to "VOL6")</p>
	Increase "+" Button	This button increases the displayed setting when it is pressed, while in Menu Mode.
	Decrease "-" Button	This button decreases the displayed setting when it is pressed, while in Menu Cycle Mode.

User Modes:

Mode Name /Description	Action (Actions cannot be input by remote control)
Disable/Enable Heat Options on product	When HEAT is displayed, press both the Menu Cycle Button and "-" Button for five seconds. Display reads "CD02", heat is now disabled. Repeat to enable Heat.
Switch from Degree Celsius to Degree Fahrenheit.	When HEAT is displayed, press both the Menu Cycle Button and "+" Button for five seconds. The product can then switch from "-°C-" to "-°F-". Repeat to revert back to degrees Celsius mode.
SmartSense Mode selection.	<p>"24Hr" setting operates the SmartSense at all times. This is the default setting.</p> <p>"HOME" setting; the product operates the SmartSense between 5pm and 11pm. Please Note: The product must be connected to the "FLAME CONNECT" App, for the "HOME" setting to operate.</p>

Remote control

The fireplace is supplied with a remote control.

Operating Instructions using REMOTE CONTROL - See Figure 18













	Icon	Display	Funtion	Description
A		"FIRE" / "ST.BY"	Power / Standby	Press Once to turn the product on. ("ON") Press a second time to put the product into standby. ("ST.BY" is shown, then "." is displayed to indicate standby.) (When returning from 'STANDBY' mode the product will return to previous settings unless the product has been unplugged, in which case it will reset to factory settings)
B		"TIMR"	Timer Cycle	This Button changes the timer setting. This can be set between 0.5 Hrs and 8.0Hrs in increments of 0.5 hrs. ("0.5Hr" to "8.0Hr + OFF") Each Button press will increase timer setting by 0.5hrs.
C		"SNSR"	Smart- Sense Cycle	This Button cycles through the SmartSense settings. Display will read; "MIN", "MAX" or "OFF". "MIN" turns product off 0.5 hour after last movement detected in room. "MAX" turns product off 3 hour after last movement detected in room. "OFF" - SmartSense is turned off
D		"ON"	Heat Mode	First Button press activates the heat. Display reads ""ON - XXST - XX°C"
		"OFF"	Heat Mode	Second button press deactivates the heat. Display shows "OFF"
E		"15ST"	Temp Down	Press Once to display current Set Temperature. Press multiple times to lower the heater temperature in 1°C increments. The lowest temperature that can be set is 15°C.
F		"32ST"	Temp Up	Press Once to display current Set Temperature. Press multiple times to increase the heater temperature in 1°C increments. The highest temperature that can be set is 32°C.
G		"-F1-"	Flame Brightness Down	Press Once to display current flame brightness setting. Press to reduce the flame brightness setting. Range is from "-F1-" to "-F6-" and "OFF".
H		"-F6-"	Flame Brightness Up	Press Once to display current flame brightness setting. Press to increase the flame brightness setting. Range is "OFF", then "-F1-" to "-F6-"
I		"VOL1"	Volume Down	Press Once to display current volume setting. Press to reduce the volume setting. Range is "OFF", then "VOL1" to "VOL6".
J		"VOL6"	Volume Up	Press Once to display current volume setting. Press to increase the volume setting. Range is "OFF", then "VOL1" to "VOL6".
K		"AMB1"	Ambient Cycle	Press once to display current Ambient Setting. Subsequent presses will cycle through the settings. Range is from "AMB1" to "AMB7". "AMB8" will also display once it is activated via the app.
L		"LGT1"	Light Selection Button	Press once to show all toplights and fuelbed and flame colour lights ON. Subsequent presses cycle through ON/OFF settings for each of these lights. "ON" to "LGT4"

Fig. 18

A. Power Button
Switches the product on and off. Restores to previous setting when switched on.

B. Time Cycle
The timer button increases the timer by 0.5hrs on each press. Up to 8hrs cycle.

C. SmartSense motion sensing cycle
Vivente switches on and off depending on the room movement. Cycle between various motion intervals from 0.5 to 3hrs.

D. Heat Mode
Press the button to switch the heat mode on and off

E. Temperature Down
Press this button to decrease the temperature. Lowest temperature can be set to 15°C.

F. Temperature Up
Press this button to increase the temperature. Highest temperature can be set to 32°C.

G. Flame brightness down
Press to reduce the flame brightness. Toggle between OFF, F1 to F6 brightness setting.

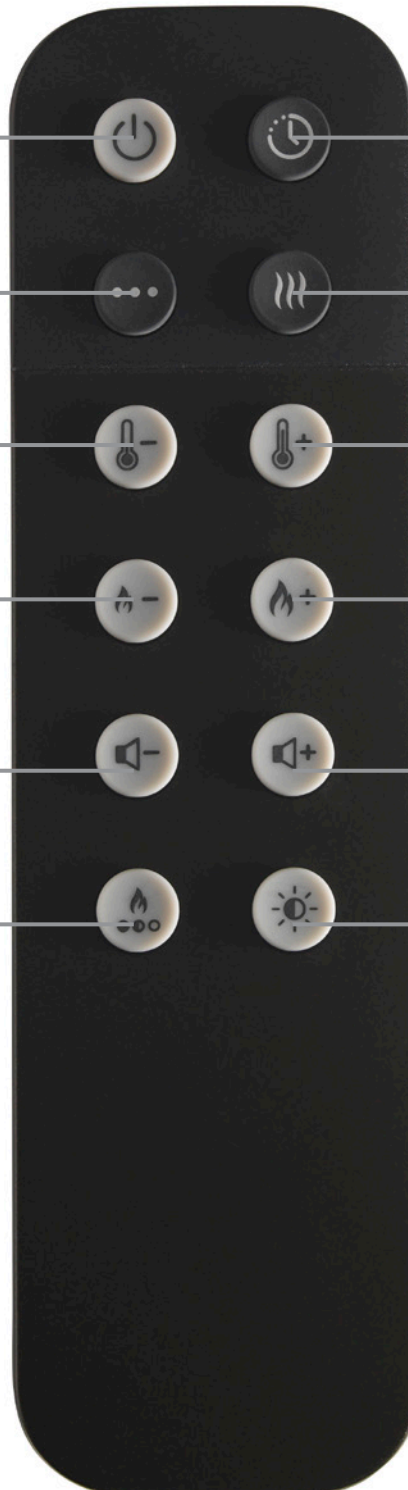
H. Flame brightness up
Press to increase the flame brightness. Toggle between OFF, F1 to F6 brightness setting.

I. Volume down
Press to reduce the crackling fire sound effect. Toggle between OFF, VOL1 to VOL6 brightness setting.

J. Volume up
Press to increase the crackling fire sound effect. Toggle between OFF, VOL1 to VOL6 brightness setting.

K. Ambient Cycle
Press to cycle through various ambient setting from AMB1 to AMB7. AMB8 is unlockable through the app.

L. Light Selection Button
Toggle through the various light setting for the top light, fuel beds and flame colour setting. Ranging from ON to LGT4.



Product Features Overview

Function	On Board Controls	Remote Control	App Control
Standby	✓	✓	✓
Temperature Adjustment (15 - 32C)	✓	✓	✓
Heat Disable	✓	-	-
Heater Mode (ECO, Boost, Frost Protection, Fan)	-	-	✓
Flame Intensity	✓	✓	✓
Volume Setting	✓	✓	✓
Run-back Timer	✓	✓	✓
7 - Day Timer	-	-	✓
Volume Setting	✓	✓	✓
Ambient Light Setting	✓	✓	✓
Ambient Light On/Off	-	✓	✓
Customizable Ambient	-	-	✓
SmartSense	✓	✓	✓

Smart Phone App

“Flame Connect” allows you to control your fire's function over Bluetooth, from your hand. Search for “Flame Connect” on your App Store and install to get started.



Fault Codes		
On Board Display	Description	Action
CD20	Room Sensor (NTC) Error	Contact your retailer and reference this error code.
CD03	The internal NTC is measuring elevated temperatures within the product.	Unplug Unit at power supply to reset, allow it to cool down, then plug unit back in to restart.
CD04	Internal Communication Error	Contact your retailer and reference this error code.
CD05	The internal temperature sensor has failed.	Unplug Unit at power supply to reset, allow it to cool down, then plug unit back in to restart.
CD53	This error displays when timer settings are out of sync. This occurs when the product has power cut off for over 40hours. The product can no longer operate at the determined time settings, and CD53 is displayed.	Reset the timer settings using the Flame Connect APP.

Flame effect themes

There are different combinations of flame effect available. Different presets of lighting colour combinations are available and can be cycled through using the remote control.

Further customisation of the effects is accessible through the smart phone app.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the whole unit off and it will not come back on without being reset. It can be reset by turning the unit off at the main power and waiting 5 minutes before turning the unit back on. See table Fault Codes on the previous page for more details.

⚠ CAUTION: If you need to continuously reset the heater, turn the unit off at the main supply, and call technical support.

Maintenance

WARNING: ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE CLEANING THE HEATER.

Cleaning

Before commencing cleaning, unplug the heater and allow it to cool. The surfaces of the heater should be given an occasional wipe with a dry soft cloth. Do not use detergents, abrasive cleaning powder or furniture polish as this can damage the surface finish of the product.

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 heater located above the front glass.

To clean the fuel effect, remove the fuelbed media. The plastic tray should be wiped clean with a damp cloth. When dry, replace the logs/crystals onto the fuelbed and arrange for best effect.

The front and side glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front and side glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the partially reflective glass can be cleaned with a damp cloth. The partially reflective glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners.

CAUTION: Assembly, installation and repair of this heater must be carried out by Real Flame or its authorised agent.

CAUTION: We recommend that this heater is checked annually for safety by a qualified electrician.

Additional Information

CAUTION: Do not use if the heater's mains power lead is damaged. Such use may cause a hazard. If damaged, the mains power lead must be replaced by the manufacturer or its authorised dealer.

Recycling



At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.

TWO YEAR LIMITED WARRANTY

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Real Flame Vivente Electric Fireplace. This limited warranty applies only to purchases made in any State and Territory of Australia and New Zealand. This limited warranty applies to the original purchaser of the product only and is not transferable.

What this limited warranty covers and for how long

Products covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Glen Dimplex warrants such products to be free from defects in material and workmanship for a period of 2 years from the date of the first purchase of this product. The limited 2 year warranty period also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Glen Dimplex or its authorised service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of Technical Service at 1300 554 155 for Australia and 09 274 8265 for New Zealand. Please have proof of purchase, catalogue/ model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Glen Dimplex will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during the 2 years limited warranty period you have the following rights:

- 1) Glen Dimplex will in its sole discretion either repair or replace such defective product or part without charge. If Glen Dimplex is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Glen Dimplex may, in lieu of repair or replacement, choose to refund the purchase price for such product or part.
- 2) Limited warranty service will be performed solely by dealers or service agents of Glen Dimplex authorised to provide limited warranty services.
- 3) The purchaser is responsible for removal and transportation of such product or part (and any repaired or replacement product or part) to and from the authorised dealer's or service agent's place of business.
- 4) This limited warranty does not entitle the purchaser to on-site or in-home services. On-site or in-home services may be performed at the purchaser's request and expense at Glen Dimplex's then-current rates for such services.

5) Glen Dimplex will not be responsible for, and the limited warranty services shall not include, any expense incurred for installation or removal of the product or part (or any replacement product or part) or any labour or transportation costs. Such costs shall be the purchaser's responsibility.

What Glen Dimplex and its dealers and service agents are also not responsible for:

IN NO EVENT WILL GLEN DIMPLEX, OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF GLEN DIMPLEX OR ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL GLEN DIMPLEX, OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.



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