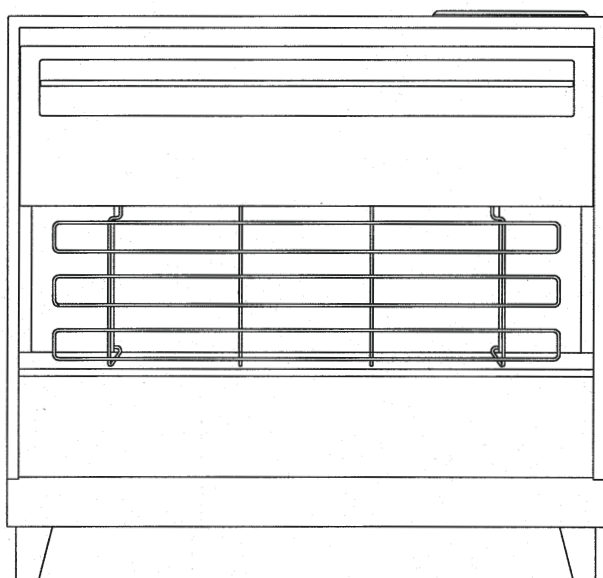


ROBINSON WILLEY

THE HOTTEST NAME IN HEATING

FIREGEM VISA HIGHLINE
WITH SAFEGUARD G.C.No. 32-170-21
AND FIREGEM VISA HIGHLINE DELUXE
WITH SAFEGUARD G.C.No. 32-170-22

Installation & Servicing Instructions



THIS FIRE IS FOR USE WITH NATURAL GAS ONLY
Cat I_{2H} (G20) at 20mbar in GB and IE

IT MUST BE INSTALLED BY A COMPETENT PERSON (i.e. a Gas Safe registered Engineer)
AS STATED IN THE GAS SAFETY (INSTALLATION AND USE) REGULATIONS

Firegem Visa Highline (Brown) & Firegem Visa Highline (Black) - G.C.No. 32-170-21
Firegem Visa Highline Deluxe (Brown) & Firegem Visa Highline Deluxe (Black) - G.C.No. 32-170-22

Technical Helpline : United Kingdom Tel 0344 879 3588 / Republic of Ireland 01 842 8222

LEAVE THESE INSTRUCTIONS AT OR NEAR THE USER'S METER FOR USE ON FUTURE SERVICE CALLS

INTRODUCTION

It is the law that all gas appliances are installed by a Gas Safe registered Engineer in accordance with the Gas Safety (Installation and Use) Regulations and the rules in force.

Failure to install correctly could lead to prosecution. It is in your interest and that of safety to ensure that the law is complied with. The installation must also be in accordance with these installation instructions, all the relevant parts of the Building Regulations, The Building Standards (Scotland) (Consolidation) Regulations, and other relevant Building Regulations and all relevant recommendations of the following British Standard Codes of practice:

1. BS 5871 : Part 1
2. BS 5440 : Part 1 and Part 2
3. BS 6891

N.B. Ensure that any shelf of combustible material will be at least 114mm (4.5in) above the top of the installed fire and that it is not more than 150mm (6in) deep. Ensure also that there is at least 3mm (1/8in) clearance either side of the fire.

The fire is suitable for use with lightweight surrounds whose continuous working temperature is not less than 100°C.

IMPORTANT: When considering fitting any heating appliance or wallpapering a room in which one is fitted, if blown vinyl or heat sensitive wallpapers are used near the heat source then they may become heat damaged or discoloured especially just above the fire.

Purpose built ventilation bricks or additional air vents are not normally required in the room in which the fire is fitted unless specified by the rules in force.

APPLIANCE DATA

The efficiency of this appliance has been measured as specified in BS 7977-1:2002 and the result is 80.6%. The gross calorific value of the fuel has been used for this efficiency calculation. The test data from which it has been calculated has been certified by Notified Body No. 2797. The efficiency value may be used in the UK Government's Standard Assessment Procedure (SAP) for energy rating of dwellings.

The above exceeds the minimum requirement of 63%.

	<i>Firegem Visa Highline</i>	<i>Firegem Visa Highline Deluxe</i>		
Height:	622mm (24 ¹ / ₂ in)*	638mm (25 ¹ / ₈ in)*	*With levelling screws retracted	
Width:	660mm (26in)	695mm (27 ³ / ₈ in)		
Depth:	197mm (7 ³ / ₄ in)	197mm (7 ³ / ₄ in)		
Weight:	21.8kg (48lb)	23kg (50.5lb)		
Heat Input (gross):			Heat Output:	
Maximum	6.04kW (20600Btu/h)		Maximum	4.87kW (16600Btu/h)
Minimum	1.55kW (5290Btu/h)			
Pressure Setting:	Cold 17mbar ± 1 (6.8in w.g. ± 0.4)		Supply Pressure:	20mbar (8in w.g.)
Injector:	Marked RY220 (RW Part No. SP822089)			
Burner:	Aerated Duplex			
Ignition:	Piezo or battery powered ignition integral with tap.			
Gas Tap:	Duplex Plug Type (with flame supervision device)			
Minimum Fireplace Opening:	508mm (20in) high, 305mm (12in) wide			
Inlet Connection:	Rp1/4 (1/4BSP)			
Pilot/ODS:	OP NG 9031 or NG 9077			

PREPARE THE GAS FIRE

NOTE: This fire is suitable for installation directly onto a combustible wall provided an area of 540mm (21¹/₄in) high and 405mm (16in) wide of combustible material is removed behind the fire.

CHECK THE CHIMNEY

1. The chimney must be inspected to ensure that:
 - (a) It serves only one room.
 - (b) It is not blocked with paper, rubble etc.
 - (c) The base of the flue is clear of debris.
2. Where another fuel has been used, the chimney must be swept.
3. Any restriction such as damper, register plate, etc. must be removed.
4. Any underdraught ventilation or additional air supply entering the fireplace, or the hearth must be completely sealed off.

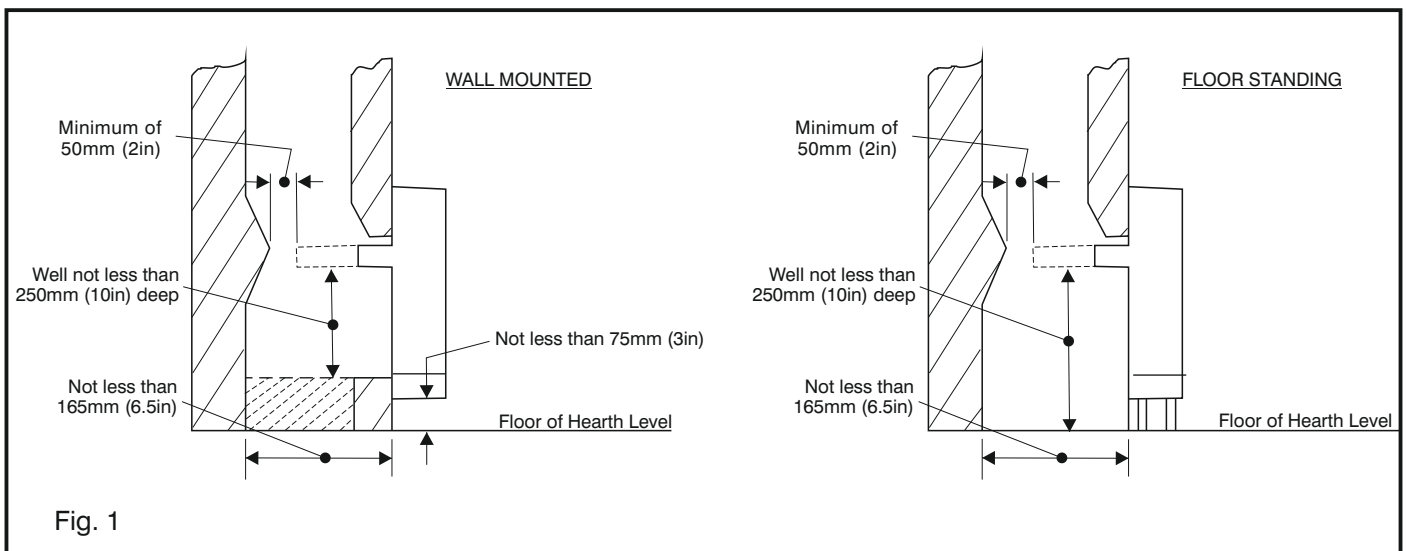
Note that whether the fire is hearth or wall mounted in a conventional chimney, the dimensions of the space behind the closure plate must meet the following requirements.

- (a) The fire flue spigot/spigot extension must pass through the closure plate and have a minimum clearance of 50mm (2in) between its open end and the nearest obstruction. There must also be a minimum clearance of 165mm (6.5in) between the back of the closure plate and the back of the catchment space (See Fig. 1).

NOTE: Where a spigot extension is fitted it may be extended upto 152mm (6in) from the back of the fire. A spigot extended to this specification is available from Robinson Willey, Part No. 991134. It must be cut down to suit the application.

N.B. The spigot restrictor must NOT be used if the fire is to be installed using a spigot extension.

- (b) The catchment space below the flue spigot should be as deep as possible and must not be less than 250mm (10in) measured from the bottom of the flue spigot to the bottom of the catchment space, or to the top of any "bricking-up" of the bottom of the fireplace opening, whichever is the least (See Fig. 1).
- (c) The front opening must be at least 305mm (12in) wide and 508mm (20in) high if hearth mounted and 426mm (16³/₄in) height wall mounted. There must be 10mm (3/8in) flat around this opening to ensure the closure plate can be effectively sealed).
- (d) The closure plate air relief must not be obscured by any "bricking-up".



FIRE PACKAGING

The fire is despatched together with a closure plate, and cooler plate packed behind the fire back. The spigot consists of two identical pieces and is slotted into the bottom fitment of the pack with the restrictor. The control knob adaptor is also located in the bottom fitment.

REMOVAL OF FRONT PANEL

Remove the front panel by lifting upwards to clear the lower supports and then pulling forward and downward away from the fire.

REMOVAL OF THE RADIANTS AND PACKING

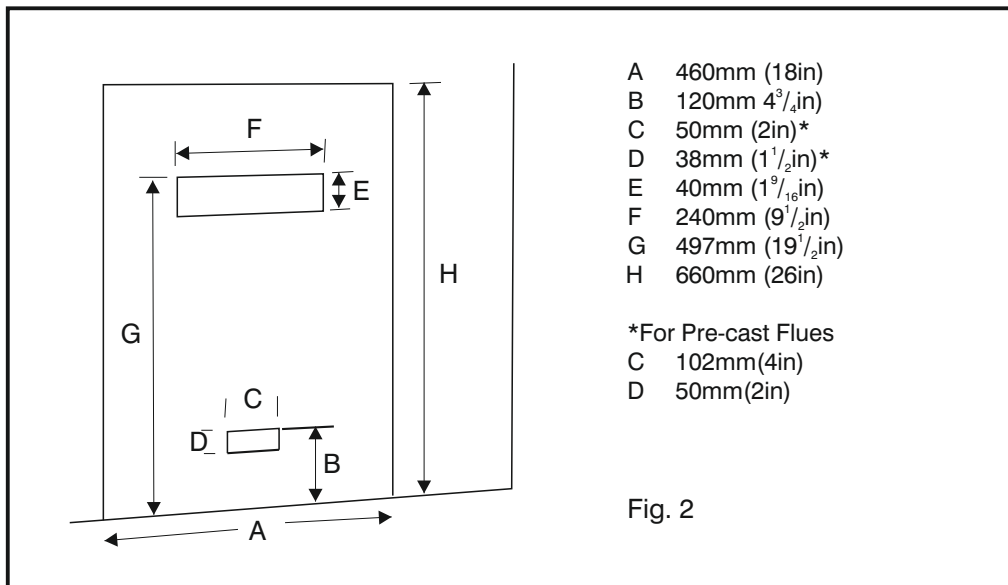
Remove the cardboard packing retaining the radiants. Remove the radiants by sliding upwards and outwards base first, and place to one side, in a safe place. Remove the paper packing in the radiant support plate.

FIT THE CLOSURE PLATE

1. Fit the closure plate and seal to the fire surround along the edges, but ensure that the relief opening is NOT covered. If the fireplace opening is too large for the closure plate to fit snugly, the closure plate must be extended to suit.

The minimum fireplace opening when wall mounting will have an actual height of 426mm (16³/₄in), and the top of this opening must be at least 510mm (20in) above the floor. The bottom of the closure plate not covering the opening may be removed. For 'wet lined' Pre-cast Flues, the air relief opening must be enlarged to the size given below (fig 2).

2. Apply a lighted match, lighted paper or smoke match to the spigot opening in the closure plate. Observations of up or down draught may be facilitated by masking off part of the opening to approximately 50mm x 50mm (2in x 2in). Observe if there is any up or down draught through the spigot opening, if there is a definite flow into the spigot opening, proceed with fitting the fire. Any tendency to down draught must be corrected. If no flow is indicated, heat the chimney with, for example, a roll of burning paper or a blow lamp for two or three minutes by pushing through the spigot opening. Then re-check for flow through the spigot opening. If no definite flow is indicated, the chimney may be blocked. **DO NOT FIT THE FIRE**, and report to your supervisor.



FIT FLUE SPIGOT AND ALSO RESTRICTOR IF REQUIRED

STANDARD 228mm x 228mm (9in x 9in) BRICK CHIMNEY

And where fitted, properly installed Flexible Flue Liner of minimum 125mm diameter

The minimum equivalent height for this fire is 3m (10ft) measured from hearth level.

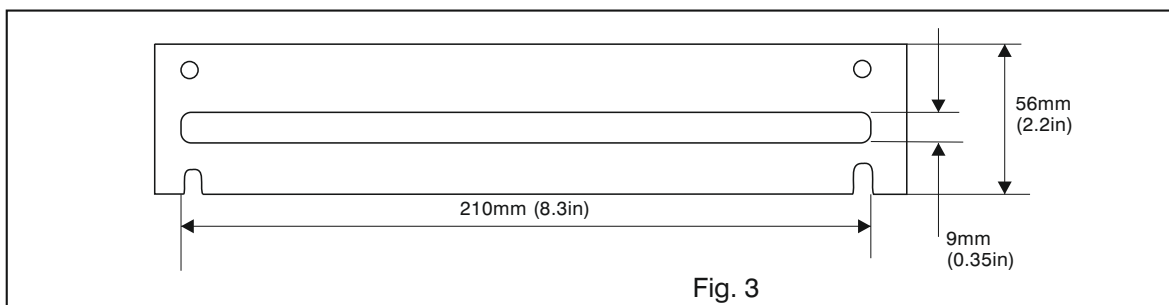
If over 4.3m (14ft) in height, with good draught, the spigot restrictor (Fig. 3) must be fitted as follows:

The four screws for fitting the flue spigot are already fitted around the flue outlet. Remove the two top screws. **LOOSEN ONLY** the bottom screws and stand the restrictor on them (with the words "spigot restrictor" uppermost) so that the slots fit over the screw heads. Fix the spigot restrictor and upper part of the spigot and secure with the top two screws.

Remove the bottom two screws and fix the other part of the spigot, trapping the bottom of the restrictor as the screws are tightened..

N.B. 1: The spigot restrictor must NOT be used if the fire is to be installed in conjunction with a back boiler.

N.B. 2: The spigot restrictor must NOT be used if the chimney height is less than 4.3m (14ft) or if poor draught is suspected.



PRE-CAST FLUES

(a) The fire is suitable for fitting into properly constructed non-impeded pre-cast flues of cross section 198mm x 67mm or equivalent cross sectional area with no dimension less than 63mm, which comply with the recommendations of BS 5440:Pt 1 and BS 1289, and have a minimum equivalent height of 3m (10ft).

N.B.: It is emphasised that any mortar fangs between the blocks are not extended into the flueway. If raking blocks are used they must be fitted according to the manufacturer's instructions and mortar not allowed to drop down and accumulate in the raked portions.

(b) For 'wet lined' flues i.e. where the plaster has been applied directly onto the flue block wall, the air relief opening in the closure plate must be increased to 102mm x 50mm (4in x 2in) as shown by the indented markings. It is sufficient to make the two vertical cuts and bend the tag back.

The flue cooler plate, supplied, must be fitted to the back of the closure plate. Bend it along the two lines to form the shape shown in Fig. 4 and push the tags through the slots in the closure plate. Bend the tags over or twist them to hold the cooler plate firmly against the back of the closure plate.

N.B.: The top edge of the cooler plate will be 9mm (0.35in) below the top edge of the spigot opening in the closure plate (Fig. 4A).

(c) The spigot restrictor must NOT be used.

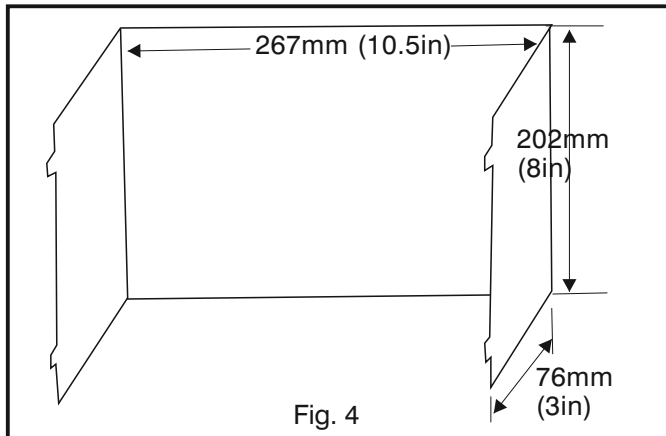


Fig. 4

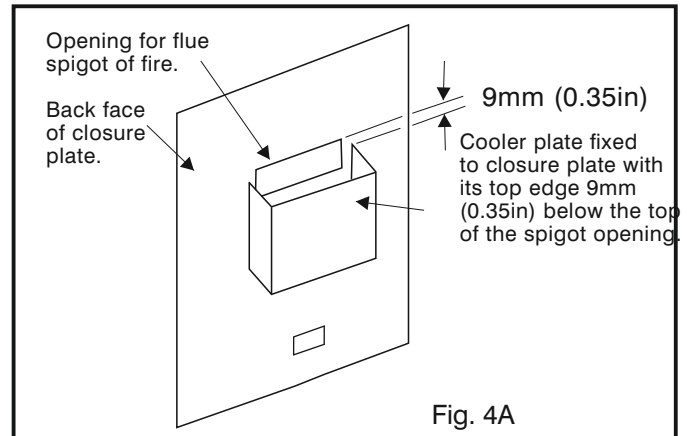


Fig. 4A

INSTALLATION

HEARTH FITTING

The fire must stand on a non-combustible hearth at least 13mm (1/2in) thick and measuring at least 305mm (12in) deep and 710mm (28in) wide (with the fireplace opening central). The top surface of the hearth should preferably be 50mm (2in) above floor level to discourage rugs or carpets being placed over it. Ensure that the fire is stable.

Levelling screws are fitted in the feet and can be adjusted to take up any irregularities in the hearth, but note that they are not to be used to increase the general height of the fire. The fire must not be fitted directly on a carpet or floor of combustible material. In such a case, a purpose design non-combustible plinth must be provided.

WALL MOUNTING (to a non-combustible wall)

When required, it is possible to wall mount this fire. For this purpose, keyhole slots are provided in the back of the case on either side of the flue spigot, together with screw holes in the case (See Fig. 5). These holes are suitable for size 12 Rawplugs fixing using 38mm (1.5in) No. 10 round head screws. If the lower right hand hole is difficult to access, the slotted hole above it may be used.

The bottom of the fire must be at least 75mm (3in) from the floor. The legs are held to the bottom of the case by two screws and should be removed when the fire is wall mounted.

NOTE:

1. When tightening the wall fixing screws, it is not intended that the back of the fire be forced to touch the wall.
2. Ensure that the opening in the wall is large enough to allow chimney refuse to collect behind the closure plate without obstructing the fire flue spigot, and air relief.
3. In the case of a pre-cast installation, remember to fit the cooler plate to the closure plate.

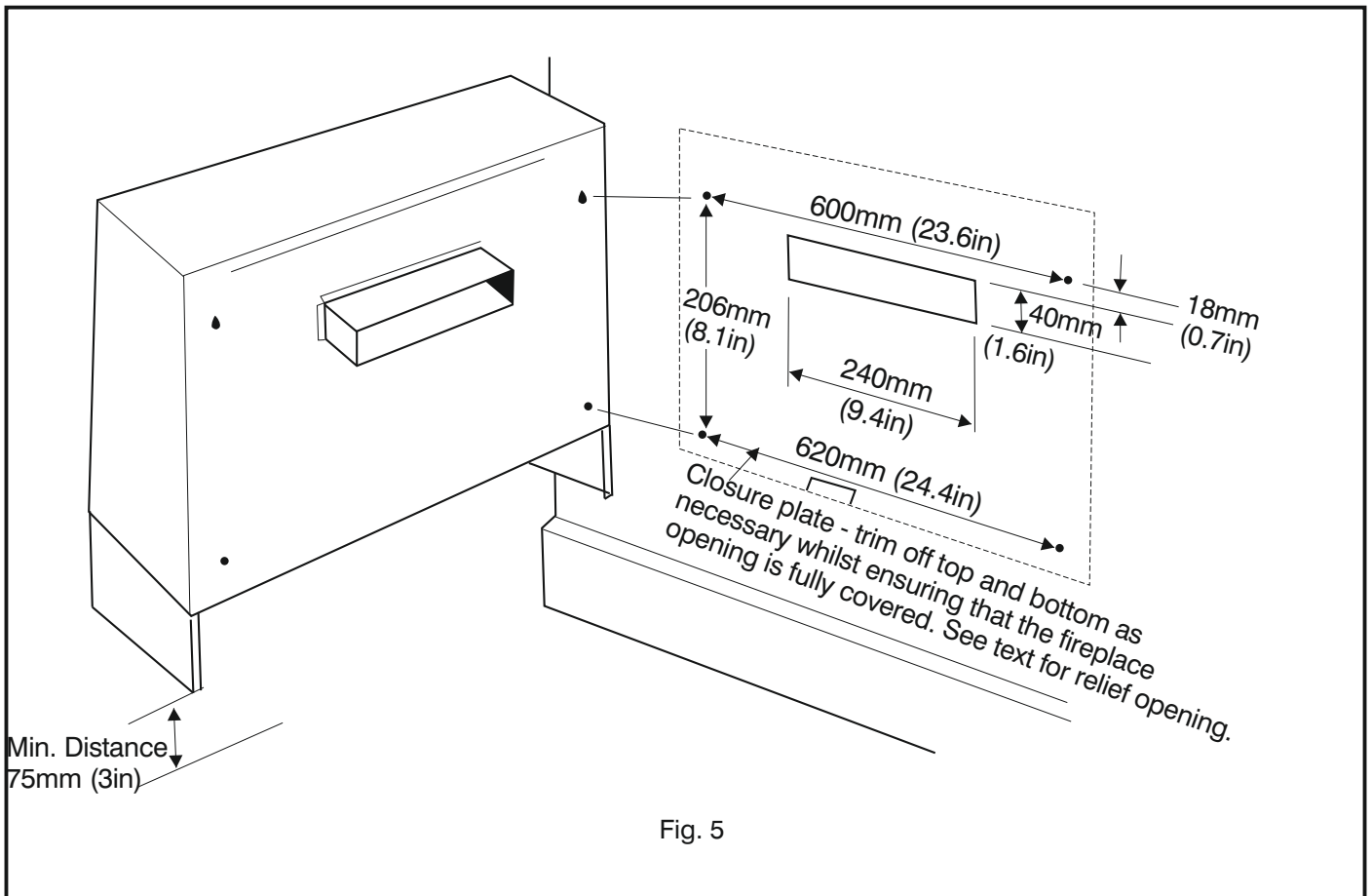


Fig. 5

CONNECT TO GAS SUPPLY

1. MAKE GAS CONNECTION

The gas inlet pipe and inlet union are readily accessible under the base of the fire. Provision is made for right hand, left hand or concealed connections by rotation of the elbow prior to tightening the flared tube and nut connection. The elbow has a Rp1/4 (1/4in B.S.P) thread for the supply pipe.

2. TEST FOR GAS SOUNDNESS (BS 6891)

Pressure test the installation for gas soundness.

3. TEST FOR CORRECT BURNER PRESSURE

Remove the pressure test point sealing screw and attach a pressure gauge to the test point. This test point is located on the gas tap on the right hand side of the appliance. Turn on the gas which will light via the piezo unit and check that the pressure is 17mbar (6.8in w.g.) \pm 1 (0.4in w.g.). If it is not, take the pressure at the meter to determine if there is a restriction in the house carassing, or whether other appliances served by the same meter are starving the gas fire.

With the fire alight test all joints for gas soundness using a suitable soap solution.

Check that the flames are uniform and undistorted. Turn off the gas, remove the pressure gauge and replace the pressure test point sealing screw. The correct heat input when hot is 6.04kW (20600Btu/h). The injectors are identified 220.

4. CHECK IGNITION

For Piezo ignition

Operate the gas tap/piezo unit several times to ensure that the pilot lights correctly. The piezo will 'click' twice as you turn the control to pilot position.

N.B.: The spark electrode should be positioned between 3.0mm and 5.0mm above the thermocouple tip on the pilot assembly. (Refer to Section 5 of Servicing Instructions).

For battery ignition

Depress and release knob at PILOT position several times to ensure that the pilot lights correctly.

5. REPLACE RADIANTS AND CHECK OPERATION

Replace the radiants, top first, ensuring they locate down behind the upturned flange of the radiant support and then re-check ignition and cross lighting. Check the operation of the fire at all tap settings. Replace front panel.

6. TEST FOR SPILLAGE (See Fig. 6)

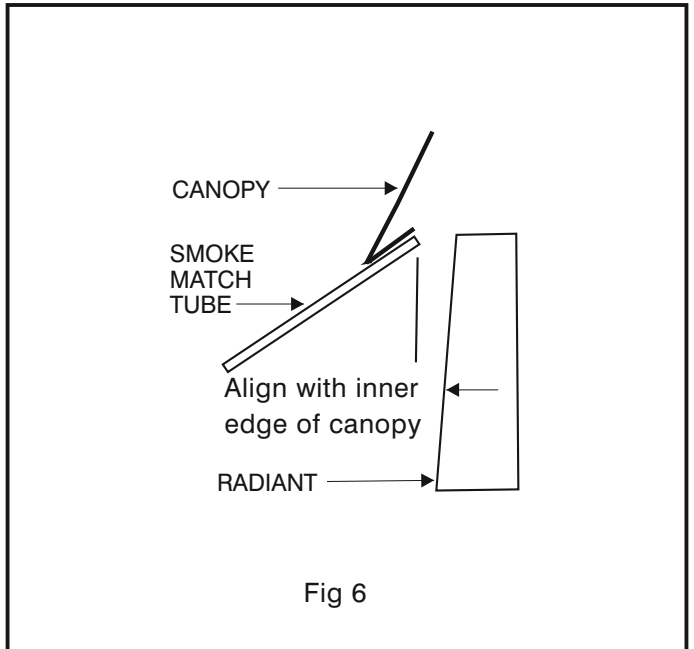
Light the fire and leave on at full rate. Close all doors and windows in the room and after the fire has been alight for five minutes insert a lighted smoke match tube under the firebox canopy at either end. If the smoke is drawn into the fire, the installation is satisfactory. If spillage is absent, installation is acceptable; if it persists, DISCONNECT THE FIRE AND REPORT TO YOUR SUPERVISOR.

If there is a fan in the room or in an adjacent room, repeat the test with the fan running and any door between the fire and the fan left open

7. TEST OPERATION OF F.S.D.

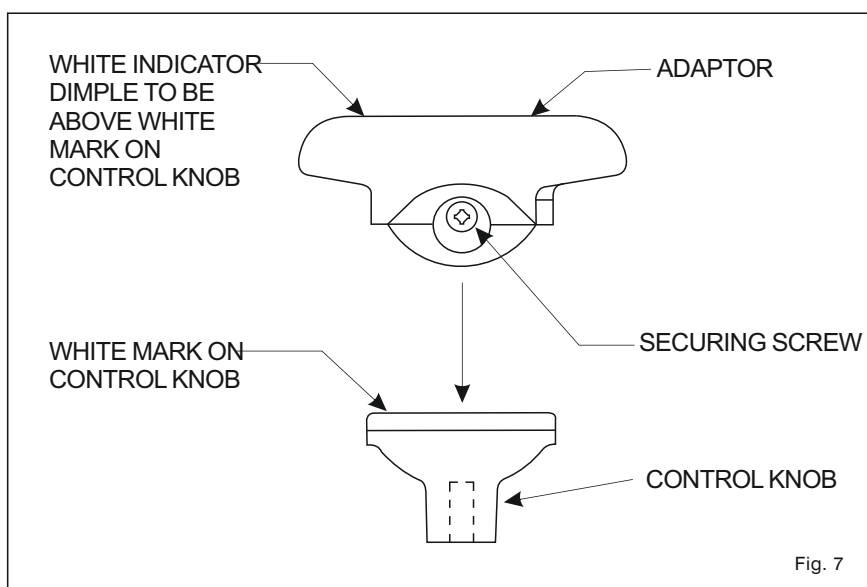
After the spillage test turn the gas off at the service cock, wait 3 minutes then turn the service cock on again. If the gas has stopped flowing the F.S.D. is functioning satisfactorily.

NOTE: You may hear the F.S.D. valve close within 3 minutes, but always check that the gas has stopped flowing.



MAKE SURE THE USER KNOWS THAT

- 1.The front panel is readily removable.
- 2.The tap must be pressed down before turning anti-clockwise and held down for 10 seconds.
- 3.The tap should be turned on slowly, and the spark igniter acts automatically during operation of the tap.
- 4.The fire can be lit with a match if necessary. To light it, first remove the front panel then light the match and apply to the pilot, then turn the tap to pilot position holding down for 10 seconds after lighting.
- 5.That the fire and its installation should be serviced and inspected regularly (i.e. once a year) or as recommended by the local gas authority for continuing safe operation.
- 6.Inform the user that lighting instructions are provided in the lift up lid of the bezel.
- 7.The control knob adaptor may be fitted to assist with the operation of the fire (See Fig. 7). Leave with the User if not fitted.



NOTES ON SERVICING

Access to all connections, radiants, injectors etc. is given by removing the front panel. The panel is removed by lifting upwards to clear the lower supports and then pulling forward and downward away from the fire.

NOTE: For thermocouple or electrode replacement it is necessary to exchange the pilot assembly.

N.B.: For problems with small or no pilot flame always try a new filter first.

For problems with the piezo unit the gas tap assembly must be replaced.

IMPORTANT: ALWAYS TEST FOR GAS SOUNDNESS AFTER SERVICING OR EXCHANGING ANY COMPONENT!

1. GAS TAP

Removal:

Turn off the main gas supply to the fire and remove the front panel. Remove the lower spring clip securing the spindle extension. Disconnect the spark lead at the electrode for the piezo, else remove the two leads from the switch on the tap for the battery spark system. Undo the nut securing the thermocouple at the bottom of the gas tap and pull out. Disconnect the union nut at the inlet to the fire and disconnect and remove the pilot pipe. Remove the large nut securing the gas tap to the burner at the lower injector. Disconnect the inlet pipe clamp and withdraw the tap and inlet pipe.

Servicing:

To gain access to the plug, remove the two screws and washer holding the niting plate/piezo unit to the tap body. When removing the niting plate, care must be taken not to lose the tap spring. The plug can now be removed. When re-assembling the plug make sure the plug is replaced the right way round and that the tap works correctly. Turn the tap to the "OFF" position. Note that one of the screws holding the niting plate is difficult to access and you may decide just to replace the tap instead of attempting servicing.

Replacing:

If a new tap is being fitted then ensure that the tap is turned "OFF" before fitting and transfer the inlet pipe from the old tap. Secure the gas tap to the burner with the large nut. Re-connect the pipe clamp and gas inlet. Ensure the indicator pip on the control knob is facing "OFF" before re-connecting the spindle extension. Re-connect the spark lead or leads. Re-connect the pilot pipe.

NOTE: The piezo generator is not replaceable as a unit.

2. REMOVAL OF BURNER

Turn off the main gas supply to the fire and remove the front panel. Remove the lower spring clip securing the spindle extension, disconnect the union at the inlet to the fire and remove the pipe clamp on the inlet. Disconnect the ignition leads as in 1. above. Remove three nuts, two on the left side of the firebox which hold the burner in position. Remove the burner and the gas tap as an assembly. Detach the pilot burner from the main burner. Remove the large nut securing the gas tap to the burner at the lower injector.

3. INJECTORS

Unscrew the injectors from the tap and replace with new injectors.

4. PILOT FILTER

Remove the pipe connecting the pilot to the gas tap (2 nuts). The pilot filter is located in the outlet from the tap, prise it out with a pin. Insert a new pilot filter (it may be convenient to balance the new filter on the outlet and push home using a matchstick). Re-fit the pipe, tighten the nuts and check operation.

5. PILOT ASSEMBLY

The pilot is an atmosphere sensing device and must be replaced as a complete unit. Repair must not be undertaken.

NOTE: If the fire keeps going out or exhibits signs of nuisance shut off, check the operation of the pilot as follows:-

- (a) Inspect the pilot flame, if suspect check gas supply. Clear blockage if necessary, if flame is still suspect replace pilot assembly.
- (b) Check the thermocouple. If faulty replace the pilot assembly.
- (c) Check the magnet unit in the gas tap. If faulty replace the tap.
- (d) Check the ventilation in the room. Vitiation may be due to lack of sufficient air supply.
- (e) Check for satisfactory clearance of combustion products. Vitiation may be due to spillage of combustion products into the room.

Disconnect the pilot feed pipe at the gas tap and the pilot body at the main burner. Pull off the spark lead at the electrode and disconnect the thermocouple nut at the gas tap. Withdraw the pilot complete with pipe. Swap the pipe onto the new pilot. Re-assemble in the fire and make all the connections. Check the operation of the fire.

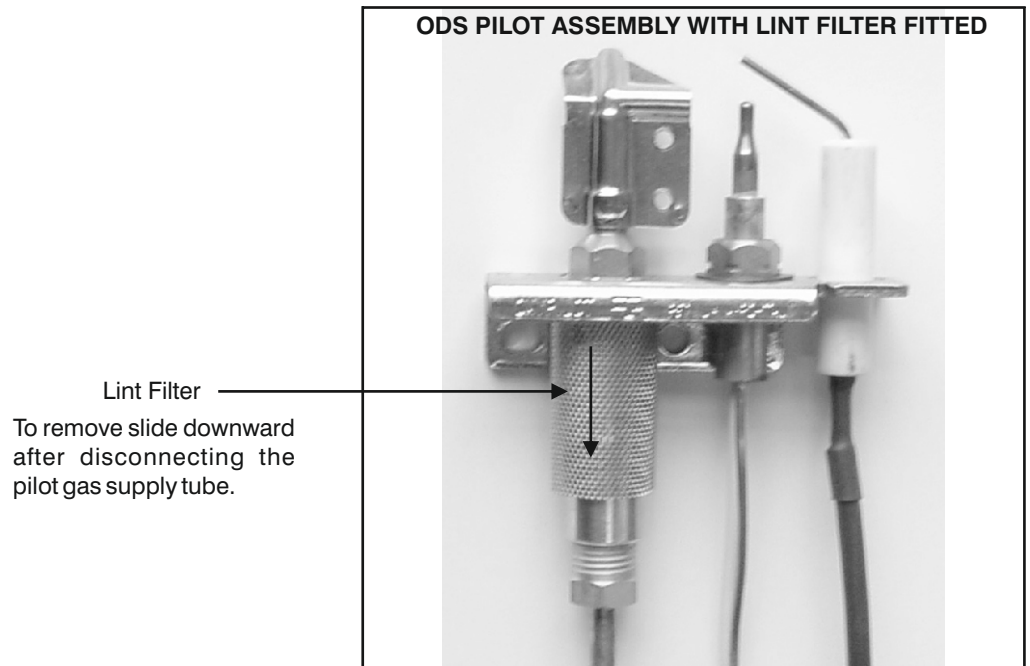
6. PILOT LINT FILTER

A lint filter has been fitted to the pilot of this appliance to filter out any dust or lint which may present in normal household room air.

If you notice that the appliance has a floppy yellow pilot flame and/or there is difficulty in lighting the appliance then the lint filter may need cleaning. Cleaning should be carried out by vacuuming the dust and lint from the filter. If vacuuming alone is not successful in curing the ignition problem then a GAS SAFE registered engineer must be called to investigate the problem.

To remove the lint filter for cleaning or to gain access to the aeration hole simply slide the lint filter downward. Refit by pushing up against the pilot bracket, ensure it is crimped to hold it in place.

When supplied as a spare part the lint trap must be fitted as shown and crimped to fix in place, ensuring it is 'butted up' to the pilot bracket.



7. REPLACING SPARK GENERATOR

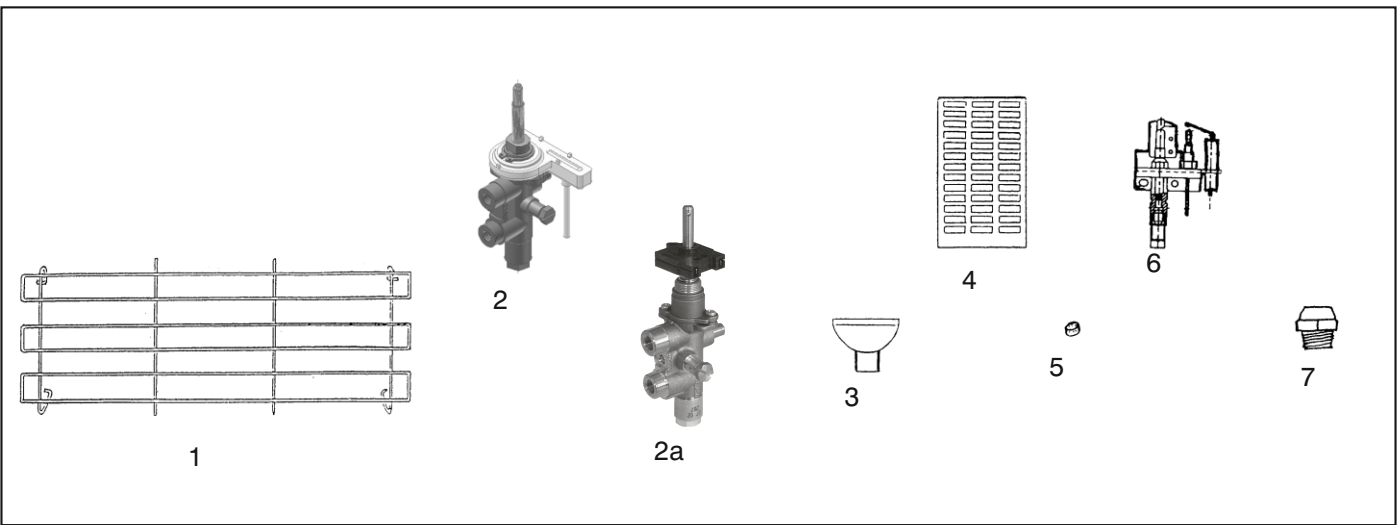
Disconnect all three leads and remove the battery. Remove the fixing screws (2 off) one at the front and one at the right hand side.

Lift out the spark generator complete with mounting bracket. Transfer mounting bracket to the new spark generator. Replace in reverse order.

NOTE: The lead from the spark electrode connects to the single outlet at the rear of the unit.

SHORT LIST OF PARTS

KEY NUMBER	G.C. NUMBER	PART NUMBER	DESCRIPTION
1	144 875	997 044	Dressguard
2	159 653	822187	Gas Tap Assembly c/w lead - Piezo
2a	E37-459	987645	Gas Tap Assembly c/w switch - Electronic
3	144 723	998 426	Gas Tap Knob
4	154 371	995 971	Radiant
5		822 345	Pilot Outlet Filter
6	159 584	992 495	Pilot Assembly
7	398 319	822 089	Injector
8	159 581	992 505	Control Knob Adaptor (see page 7)



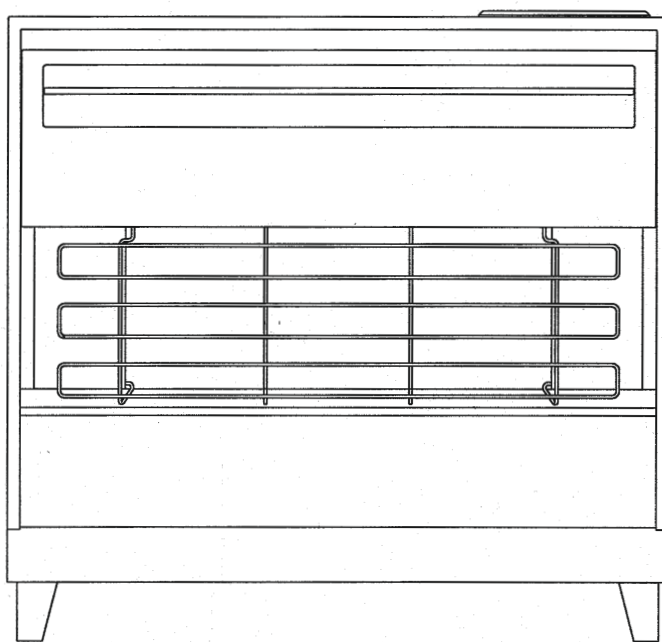
DON'T FORGET

To register your guarantee!

Call 0344 879 3588

FIREGEM VISA HIGHLINE
WITH SAFEGUARD G.C.No. 32-170-21
AND FIREGEM VISA HIGHLINE DELUXE
WITH SAFEGUARD G.C.No. 32-170-22

User Instructions



THIS LEAFLET IS INTENDED TO HELP YOU UNDERSTAND AND USE YOUR NEW FIRE EFFICIENTLY.

INTRODUCTION

This fire is for use on Natural Gas only and **MUST NOT** be used on any other gas.

This appliance must be installed and serviced in accordance with the relevant Codes of Practice and the Gas Safety (Installation and Use) Regulations and the rules in force, by a competent person (i.e. a GAS SAFE registered engineer) . Where solid fuel has been used the chimney must be swept before the fire is installed.

NOTE

After the fire has been installed, you may wish to fix a shelf of combustible material above it. This is quite acceptable, provided you use a shelf of not more than 150mm (6in) from front to back, and that you keep a gap of at least 114mm (4.5in) between the top of the fire and the underside of the shelf. The above dimension of 114mm (4.5in) applies also in the case of a non-combustible shelf to allow access to the tap handle.

Ensure that permanent objects are no closer to the fire sides than 3mm (1/8in).

When the fire is first used, a slight smell may be given off, but this will soon clear.

The fire **MUST NOT** be placed directly on a carpet or combustible material when floor mounted. When the fire is fitted on the wall the bottom of the case **MUST** be 75mm (3in) above the floor, carpet or other combustible materials.

Do not obstruct the convected air outlet by putting clothes etc. on top of the fire. When fitting any heating appliance or wallpapering a room in which one is fitted, if blown vinyl or sensitive wallpapers are used in the vicinity of the heat source then they may become discoloured.

DRESSGUARD

The guard fitted to this fire conforms to the requirements of BS 1945 : 1991 and satisfies the Heating Appliance (Fireguards) (Safety) Regulations 1991 and is designed to prevent risk of fire or injury from burns. It should not be permanently removed.

IT DOES NOT GIVE FULL PROTECTION FOR YOUNG CHILDREN, THE ELDERLY OR THE INFIRM.

A fireguard conforming to B.S. 8423 (Fireguards for heating appliances for domestic use) should be used for the protection of children, the elderly or the infirm. Such a guard is also recommended for pet animals.



TO LIGHT THE FIRE

NOTE: A 'Control Knob Adaptor' to assist with the operation of the fire is included, if required. Keep it for possible future use.

WARNING


If the flames are found to be extinguished and the control knob is **NOT** in the OFF position, the control knob must be turned to OFF and no attempt should be made to relight the gas until at least 3 minutes have elapsed.

Piezo Spark Ignition (2 clicks)

Push in the control knob and turn it anti-clockwise from the OFF position towards pilot  until you feel some resistance. With the knob still pushed in, pause for one to two seconds and then continue to turn to pilot . The piezo operates and two 'clicks' will be heard and the pilot lights. Keep the control knob pushed in for a further 10 seconds before releasing. The pilot should remain lit.

If the pilot did not light or failed to remain alight, push in the control knob slightly and turn clockwise to the OFF position and repeat the lighting procedure.

Battery Spark Ignition

Turn the control knob anticlockwise from OFF to Pilot  position. Push in knob, sparks will be heard and the pilot will light. When the pilot is lit, keep the knob pushed in for a further 10 seconds before releasing. The pilot should remain lit.

If the pilot did not light or failed to remain lit, wait a few seconds and repeat the lighting procedure.

The fire is fitted with a flame supervision and Oxygen depletion device. This will shut the fire off if the pilot goes out for any reason. This may be caused by the Oxygen level in the room falling below a prescribed level due to a poor flue pull etc. If the fire keeps going out you **must** have it checked by a competent person (i.e. a GAS SAFE registered engineer) .

The pilot burns at all settings, giving a localised extra glow to the left of the centre right hand radiant. This localised glow will be more visible at the lower settings, and is quite normal.

CONTROL KNOB SETTING	RADIANT PICTURE
1	Centre 2 radiants on low
2	Centre 2 radiants on full
3	Centre 2 radiants on full, outer 2 on low
4	All 4 radiants on full

NOTE

The control knob should be pushed in slightly before turning and always set to one of the stated positions. Turn the control knob to the desired setting.

Note also that lighting instructions are provided inside the lift up flap of the bezel on the top right side of the fire.

TO TURN OFF

Push in the control knob slightly and turn it clockwise to the OFF position.

LIGHTING WITH A MATCH OR TAPER

Piezo Spark Ignition (2 clicks)

Ignition is via a piezo electric spark generator and is energised during operation of the tap. It does not need batteries or an external electrical supply.

The gas can be lit with a match if necessary. First, remove the front panel (see (a) below) then light the match and place near the pilot, and then turn the gas tap to the pilot position, press down and light the pilot. Hold down for a further 10 seconds before releasing, the pilot should still remain lit. Replace the front panel before turning the gas tap knob to a higher position.

Battery Spark Ignition

Ignition is by an electronic spark generator powered by a PP3 battery and operates to light the pilot. In the event of failure of the electronic spark due to low battery etc. the fire can be lit with a match or taper.

First remove the front panel (see (a) below). Light the match or taper, place it near the pilot, turn the knob to the PILOT position and press down to light the pilot. Keep the knob pushed in for 10 seconds before releasing. The pilot should remain lit.

Replace the front panel before turning the control knob to a higher position.

ECONOMY USE

Depressing and rotating the knob clockwise from the full-on position brings you firstly to the 3 position. At this setting the centre two radiants are bright and the outer two radiants are on low. The two outer radiants are extinguished by turning the tap knob to the halfway 2 position. This position gives approximately half the full heat of the fire. Rotating the knob further in a clockwise direction brings you to the 1 position. This gives you about 1/4 of the full heat of the fire and is the most economical setting.

SIMPLE MAINTENANCE

(A) FRONT PANEL: The front panel is a one piece assembly and can be removed very easily. This is done by lifting the front panel upwards to clear the lower support pins and then pulling outwards and downwards from the fire. When replacing care must be taken to ensure that the top slots are correctly engaged before sliding the panel upwards and back into position on the lower support pins.

N.B.: The four pins that support the front panel are fitted in the front of the slots in the metal case.

(b) RADIANT CHANGING: Before changing the radiant ensure that the fire is cold. Remove the front panel as described above. The radiant is then removed by lifting upwards and outwards. When replacing the radiant ensure that the bottom of the radiant is seated down and behind the raised front edge. The makers part number for the radiant is 995 971 and the G.C. number is 154 371.

(c) REPLACING BATTERY: Remove front panel (a) above. Remove battery and replace with a new one.

CLEANING

Do not attempt to clean the heater while it is warm. Generally cleaning can be done with a damp soapy cloth followed by polishing with a soft cloth.

Abrasive cleaners should never be used. The teak or rosewood effect of the Firegem Visa 2 Deluxe should be wiped with a damp cloth only. Do not apply furniture polish to this case.

SPARES AND SERVICE

For spares and service apply to your Local Supplier or Installer, stating that the appliance is a Firegem Visa Highline (or Visa Highline Deluxe) with Safeguard and quoting the serial number of the badge located on the left inside of the fire. This badge can be seen by removing the front panel. Also inform them if your fire has battery spark ignition fitted.

ADVANTAGE SHOULD BE TAKEN OF REGULAR SERVICING/INSPECTION FOR GAS APPLIANCES (i.e. once a year), BY A GAS SAFE REGISTERED ENGINEER, TO ENSURE CONTINUED AND SAFE OPERATION.

If any "Home Improvements" are made to the dwelling in which a gas appliance is fitted, e.g. the fitting of an extractor fan, draught proofing or double glazing, then the air supply to and the flueing of the appliance must be re-checked by a competent person (i.e. a GAS SAFE registered engineer).

Full on, the gas fire consumes about 6 units of gas per hour. The price of one unit will vary according to the tariff. When installed in a typical chimney the fire gives an output of 4.87kW (16600tu/h).

	FIREGEM VISA HIGHLINE	FIREGEM VISA HIGHLINE DELUXE
Height	622mm (24 ¹ / ₂ in)	638mm (25 ¹ / ₈ in)
Width	660mm (26in)	695mm (27 ³ / ₈ in)
Depth	197mm (7 ³ / ₄ in)	197mm (7 ³ / ₄ in)

G.C. NUMBERS

Firegem Visa Highline (Brown)	32-170-21
Firegem Visa Highline De Luxe (Brown)	32-170-22
Firegem Visa Highline (Black)	32-170-21
Firegem Visa Highline De Luxe (Black)	32-170-22



The Benchmark Scheme

Glen Dimplex UK is a licensed member of the Benchmark Scheme which aims to improve the standards of installation and commissioning of domestic heating and hot water systems in the UK and to encourage regular servicing to optimise safety, efficiency and performance.

Benchmark is managed and promoted by the Heating and Hotwater Industry Council.

Please ensure that the installer has fully completed the Benchmark Checklist on the back pages of the Installation & Servicing instructions supplied with the product and that you have signed it to say that you have received a full and clear explanation of its operation. The installer is legally required to complete a commissioning checklist as a means of complying with the appropriate Building Regulations (England and Wales).

Installations carried out in England and Wales must be notified to Local Area Building Control either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer who should, on receipt, write the Notification Number on the Benchmark Checklist.

The filled in Benchmark Checklist/Service Record by the installer will be required in the event of any warranty (UK and Ireland installation)

After servicing, complete the relevant "Service Interval Record" section of the Benchmark Checklist contained in the Installation & Servicing instruction booklet.

Robinson Willey

Glen Dimplex UK Ltd, Millbrook House, Grange Drive, Hedge End, Southampton, SO30 2DF.

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Robinson Willey is a Trading Division of the Glen Dimplex UK Ltd

GAS FIRE COMMISSIONING CHECKLIST

This Commissioning Checklist is to be completed in full by the competent person who commissioned the gas fire, as a means of demonstrating compliance with the appropriate Building Regulations and then handed to the customer to keep for future reference.

Failure to install and commission according to the manufacturer's instructions and complete this Benchmark Commissioning Checklist will invalidate the warranty. This does not affect the customer's statutory rights.

Customer name:	Telephone number:
Address:	
Gas Fire make and model:	
Gas Fire serial number:	
Commissioned by (PRINT NAME):	Gas Safe register number:
Company name:	Telephone number:
Company address:	
	Commissioning date:
Building Regulations Notification Number (if applicable):	

Site Requirements	Yes	N/A
Was the chimney checked to ensure it only serves one flue/fire, has no obstructions and is continuous?		
Has any debris at the base of the chimney been removed?		
For brick chimney installations is there enough depth for 12 litres of debris, or precast flues 2 litres of debris? (see instructions for debris gap details)		
Have damper and register plates been removed or locked in the fully open position ensuring correct size of flue is maintained?		
If previously used for solid fuel has the chimney been thoroughly swept?		
If the chimney is pre-cast has the inside of the flue been checked for extruded cement / sealant which must be removed?		
Has the fire place been checked for under-floor air supply which must be sealed off?		
Has the chimney been inspected prior to fitting the gas fire to ensure that it is in good condition?		
Has the structure of the chimney been checked for leakage using a smoke pellet test? (See BS5440-1 for details).		
Ventilation		
Does the installation require any additional ventilation requirements as detailed in the manufacturer's instructions?		
Hearth Requirements- where fitted		
Is the hearth constructed from non -combustible material?		
Is the hearth a minimum of 12mm thick with a minimum floor to top surface of 50mm?(BS5871) or as per manufacturer's instructions?		
Is the hearth for open fronted fires a minimum of 760mm wide and has 300mm projecting from the fire opening (BS6871) or to manufacturer's instructions?		
Mounting height (where applicable) has the fire been installed to the correct mounting height- as per manufacturer's instructions?		
Firebox and Fuel Bed		
Has the fuel bed, coals, pebbles etc. been fitted to manufacturer's instructions?		
Gas Supply		
Has an isolation tap/restrictor inlet elbow been fitted for servicing?		
Has the gas supply been thoroughly purged prior to connection to remove any debris?		
Has a gas tightness test been completed prior to breaking into the gas supply and following completion of installation?(IGEM/UP/1B)		
Record burner gas pressure reading? If only the supply pressure is available a gas rate must be undertaken.(GSIUR REG26/9C)		
Record dynamic inlet gas pressure (working pressure) reading (all gas appliances running)		
Spillage test		
Installation passes smoke match test with any extractor fans turned on (see manufacturer's instructions)		
Installation		
Has the gas fire been installed and commissioned in accordance with manufacturer's instructions?		
Has the fire been installed with the correct clearance to combustible materials, as per manufacturer's instructions?		
The operation of the appliance and controls have been demonstrated to the customer including battery replacement where applicable?		
The manufacturer's literature, including Benchmark Checklist and Service record has been explained and left with the customer?		
Has the appliance been registered with the Local Authority as detailed on the Gas Safe web site and is a legal requirement and forms part of the warranty?		
Customer's Signature: (To confirm satisfactory demonstration and receipt of manufacturer's literature)	Commissioning Engineer's Signature:	

*All installations in England and Wales must be notified to be Local Authority Building Control (LABC) either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer.



SERVICE RECORD

It is essential that your gas fire is serviced regularly and that the appropriate Service Interval Record is completed.

Service Provider

Before completing the appropriate Service Record below, please ensure you have carried out the service as described in the manufacturer's instructions. Always use the manufacturer's specified spare part when replacing controls.

SERVICE 01	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

SERVICE 02	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

SERVICE 03	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

SERVICE 04	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

SERVICE 05	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

SERVICE 06	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

SERVICE 07	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

SERVICE 08	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

SERVICE 09	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

SERVICE 10	Date:
Engineer name:	
Company name:	
Telephone No:	
Gas safe register No:	
Comments: ----- -----	
Signature	

